

State CIO
Agency IT Plans
2007 – 2009 Biennium

Information Technology Plan

**North Carolina (NC) Department of Health and
Human Services (DHHS)**

October 2006

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Foreword

The North Carolina (NC) Department of Health and Human Services (DHHS) submits this Agency Information Technology (IT) Plan at a time when several concurrent activities, described below, are influencing what business and IT initiatives the department will undertake during the 2007-2009 biennium.

In response to Section 10.1.(a) requirements of Session Law 2005-276 (Senate Bill 622), DHHS has been developing a detailed business plan for the next three to five (3-5) years, an IT plan directly tied to those business requirements, and an IT architecture. DHHS will submit these documents to the NC General Assembly in December 2006.

Additionally, the State Chief Information Officer (CIO) is requiring all agencies to submit both an IT Plan, including IT expansion items for the State Fiscal Year (SFY) 2007-09 biennium, and agency plans for critical IT applications (e.g., retirements/replacements, eliminations/consolidations, modernizations and enhancements, and on-going maintenance) by October 5, 2006. DHHS expansion requests, including IT expansion requests, are also due to the Office of State Budget and Management (OSBM) by November 15, 2006.

As a result, the IT Plan required by section 10.1.(a) of Session Law 2005-276 (Senate Bill 622) may modify this Biennium IT Plan as the Department's business needs evolve over the coming months.

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Chapter 1 DHHS Strategic Business Initiatives and Major Business Requirements

In June 2006, the Secretary of the NC Department of Health and Human Services (DHHS) announced her vision for the Department to be a national leader in improving the health, safety, well-being, and independence of North Carolina's people by 2008. The Secretary's vision reinforces the Department's mission to provide efficient services that enhance the quality of life of North Carolina individuals and families so that they have opportunities for healthier and safer lives resulting ultimately in the achievement of economic and personal independence.

Table 1 lists and describes the diverse divisions and offices that compose DHHS.

Table 1. Missions and Visions of DHHS Divisions and Offices

Division/Office	Mission	Vision
Aging and Adult Services, Division of (DAAS)	To promote the independence and enhance the dignity of North Carolina's older adults, persons with disabilities, and their families through a community-based system of opportunities, services, benefits, and protections that offer choice, and to help younger generations prepare for their later years.	North Carolina's older adults, adults with disabilities, and caregivers will be confident in knowing about and accessing needed supports and services as well as opportunities for civic engagement.
Blind, Division of Services for the (DSB)	To enable people who are blind or visually impaired to reach their goals of independence and employment	By 2008, DSB will be known across North Carolina as the leader in providing employment and independent living services for people who are blind or visually impaired
Budget and Analysis, Division of (B&A)	To provide leadership and support to DHHS and division management through (1) the development, execution and modification of the department's operating budget, (2) the research and analysis of issues that impact the department's budgets, plans and programs, and (3) development of innovative solutions to challenging problems	The Division of Budget and Analysis will enhance its capacity to serve as a cohesive group valued for innovative delivery of quality support services to the secretary and the agencies that comprise the department. In achieving this vision B&A will empower employees to continuously improve the quality of services; foster innovative workplace efficiency; promote communication and awareness of the division's role and services department-wide, and forge effective partnerships between the division and its stakeholders

Division/Office	Mission	Vision
Child Development, Division of (DCD)	To promote and support high quality early care and education to build a stronger social and economic future for North Carolina	DCD will lead the nation, providing a stellar start for NC's children
Citizen Services, Office of (OCS)	To guide citizens through the human resource delivery system by providing accurate and speedy information and referral for services to the proper department or agency and resolving customer complaints	The North Carolina Department of Health and Human Services' Office of Citizen Services has created a system that significantly enhances collaborative efforts with human service agencies in government and non-profits as well as with information and referral stakeholders across the state by ensuring that we are providing the most comprehensive state of the art service through the CARE-LINE, DHHS Ombudsman Program, DHHS Disaster Coordination Services and the Secretary's Customer Service Initiative
Controller, Office of (OC)	To support the North Carolina Department of Health and Human Services (NC DHHS), and all its divisions, facilities and schools in all fiscal operations so that they are accomplished according to state and federal requirements to the benefit of citizens, clients, and employees	The vision is to perform all accounting and financial functions for the department and provide accountability for the resources appropriated to the department
Deaf and Hard of Hearing, Division of Services for the (DSDHH)	To serve individuals who are Deaf, Hard of Hearing or Deaf-Blind, their families, and communities in North Carolina (NC) by enabling them to achieve equal access, effective communication and a better quality of life	Every person who is Deaf, Hard of Hearing, or Deaf-Blind in NC has equal access to those communication and human services that are provided to all individuals in the community
Developmental Disabilities, NC Council on	To ensure that people with developmental disabilities and their families participate in the design of and have access to culturally competent services and supports, as well as other assistance and opportunities, that promote inclusive communities	Building Bridges to Community

Division/Office	Mission	Vision
Economic Opportunity, Office of (OEO)	To administer grant programs that provide opportunities for low-income individuals and families to become self-sufficient through the provision of financial resources to community action agencies, limited purpose agencies and other community-based organizations for programs that will substantially reduce the number of citizens in our state who are living in poverty	By 2008, the OEO will be a leader in providing grant opportunities and technical assistance to local sub-recipients resulting in strategies and projects that better address the causes, conditions and problems of poverty in North Carolina
Education Services, Office of (OES)	To provide quality, comprehensive, developmental and educational opportunities for eligible students ages birth to 21 and their families so that students can develop the skills necessary to lead productive lives—vocationally, socially and personally—resulting ultimately in the achievement of their highest potential for independent and successful lives	The vision of OES is to be a national leader in providing early intervention and education services to children who are deaf and/or blind by ensuring that those children have the educational, communication, and technological tools to reach their highest potential
Facility Services, Division of (DFS)	To regulate medical, mental health and group care facilities, emergency medical services, and local jails. DFS improves the health, safety, and well being of individuals through effective regulatory and remedial activities including appropriate consultation and training opportunities and the rational allocation of needed facilities and services	DFS regulatory work promotes the development and safe provision of health care services and is conducted in a fair, professional, and competent manner
Human Resources, Division of (DHR)	To deliver superior human resource services that enhance the ability of DHHS offices and divisions meet programmatic and operational challenges	In the arena of human services, DHHS will be the employer of choice for those who aspire to serve in state government
Information Resource Management, Division of (DIRM)	To provide enterprise Information Technology (IT) leadership to the North Carolina Department of Health and Human Services (NC DHHS) and its partners so that they can leverage technology resulting ultimately in delivery of consistent, cost effective, reliable, accessible and secure services	The Division of Information Resource Management will support DHHS' commitment to provide nationally recognized quality services to the people of North Carolina through efficient, secure and reliable IT Service Delivery

Division/Office	Mission	Vision
Internal Auditor, Office of (OIA)	To provide the management of the North Carolina Department of Health and Human Services (NC DHHS) with <i>independent</i> audits and analysis of various functions and programs within the department. This includes operational audits, performance audits, compliance audits, financial audits, and special investigations. The office's over-all objective is to provide management with <i>objective</i> information, analysis, appraisals, recommendations and pertinent comments which facilitate management to properly discharge its responsibilities	DHHS will have minimal exposure to audit risk as a result of effective and efficient control systems that are audited/reviewed on a regular schedule
Medical Assistance, Division of (DMA)	To provide access to medically necessary health care services to eligible NC residents so they can obtain high value, high quality health care services resulting ultimately in improved quality of life	The Division of Medical Assistance (DMA) will efficiently manage Medicaid and NC Health Choice for Children so that cost-effective health care services are available to all eligible persons across the state
Mental Health, Developmental Disabilities, and Substance Abuse Services; Division of (DMH/DD/SAS)	To provide people with, or at risk of, mental illness, developmental disabilities, and substance abuse problems and their families the necessary prevention, intervention, treatment services, and supports they need to live successfully in communities of their choice	NC residents with mental health, developmental disabilities, and substance abuse service needs will have prompt access to evidence-based, culturally competent services in their communities to support them in achieving their goals in life
Minority Health and Health Disparities, Office of (OMHHD)	To promote and advocate for the elimination of health disparities among all racial and ethnic minorities and other underserved populations in North Carolina	All North Carolinians will enjoy good health regardless of their race and ethnicity, disability or socioeconomic status
Policy and Planning, Office of (OPP)	To work with divisions and offices to develop effective policies, plans and procedures; analyze work processes and recommend improvements; and facilitate performance reviews of programs and services so that the NC Department of Health and Human Services can achieve continuous improvement	A results oriented culture will thrive throughout DHHS and the Office of Policy and Planning will be viewed as a leading factor in performance management and continuous improvement initiatives

Division/Office	Mission	Vision
Procurement and Contract Services, Office of (OPCS)	To provide training, guidance, and operational assistance to all of the North Carolina Department of Health and Human Services (NC DHHS) agencies so that they maximize financial and program capacities through effective procurement and contract practices while maintaining compliance with applicable regulations. This effort will result ultimately in improvements to the individual health, safety, well being, and independence of NC citizens	As a recognized national leader, the Office of Procurement and Contracting Services (OPCS) will operate in a high performance culture where procurement and contracting make direct and significant contributions to financial stability and improved service delivery to the people of NC
Property and Construction Services, Office of (OPC)	To provide efficient facility services for all areas of responsibility, with special emphasis on those services that enhance the quality of care for clients of the North Carolina Department of Health and Human Services (NC DHHS) divisions/facilities/schools and ensure work space conducive to the success of its employees in providing client services	All DHHS employees, clients and visitors will work or reside in facilities that meet or exceed environmental and aesthetic standards that contribute to quality outcomes for all
Public Affairs, Office of (OPA)	To provide the North Carolina Department of Health and Human Services (NC DHHS) with the tools for communicating its vision	The DHHS Office of Public Affairs (OPA) will provide the communications know-how to help all DHHS divisions, facilities, schools, and programs communicate effectively

Division/Office	Mission	Vision
Public Health, Division of (DPH)	§ 130A-1.1. Mission and essential services. (a) The North Carolina General Assembly (NC GA) recognizes that unified purpose and direction of the public health system is necessary to ensure that all citizens in the state have equal access to essential public health services. The GA declares that the mission of the public health system is to promote and contribute to the highest level of health possible for the people of NC by: (1) Preventing health risks and disease; (2) Identifying and reducing health risks in the community; (3) Detecting, investigating, and preventing the spread of disease; (4) Promoting healthy lifestyles; (5) Promoting a safe and healthful environment; (6) Promoting the availability and accessibility of quality health care services through the private sector, and (7) Providing quality health care services when not otherwise available	To add years of quality life for NC citizens, and to eliminate health disparities
Rural Health and Community Care, Office of (ORHCC)	To assist rural and medically underserved communities and populations to develop innovative strategies for improving health care access, quality, and cost effective delivery	The ORHCC will be a national leader in improving the health of North Carolina's rural and underserved people
Social Services, Division of (DSS)	To provide family centered services to children and families to achieve well-being through ensuring self-sufficiency, support, safety, and permanency	North Carolina's children will be safe and in permanent homes and families and adults will be self-sufficient and able to purchase nutritious food
Vocational Rehabilitation Services, Division of (DVR)	To promote employment and independence for people with disabilities through customer partnership and community leadership	By 2008, North Carolinians with disabilities will live and work in the communities of their choice with economic and other supports available to help them achieve and maintain optimal self-sufficiency and independence

The divisions and offices of DHHS have identified numerous goals and objectives to meet the vision of the Department:

- Protect the privacy and security of health information; prevent medical and administrative mistakes; and lower administrative health care costs by reducing the amount of paper medical and health records.
- Improve services to consumers and relationships with suppliers and providers by modernizing information systems and technology.
- Improve health emergency preparedness and response through enhanced information and communication systems.
- Employ an enterprise-wide approach in the design and delivery of programs and services for the ultimate benefit of North Carolina residents by:
 - Implementing evidence based practices with an emphasis on prevention
 - Providing seamless access to an array of services that are locally available, client and family centric and outcome oriented
 - Utilizing program funds in a flexible manner that is responsive to changing needs, maximizes outcomes and meets state and federal requirements
 - Ensuring access to services by people with disabilities and those who may have special needs relating to language, culture, or ethnicity
- Sustain a culture of continuous improvement by:
 - Identifying and implementing best practices and measuring for results
 - Empowering decision makers
 - Sustaining a high performance workforce
 - Providing tools to enable decision making
- Drive operational decisions and resource allocation by:
 - Maximizing the use of human, technological and financial resources to enable business activities through coordinated planning processes
- DHHS will leverage resources to achieve operational efficiencies by:
 - Streamlining business processes
 - Implementing process improvement prior to automation
 - Enhancing access and transparency of information
 - Identifying opportunities for cost avoidance, savings and recovery
 - Ensuring the continuity, reliability and security of data and support systems
- DHHS will enhance internal and external communications and marketing efforts to continue our focus on customer service by:
 - Analyzing complaints and call center data to shorten response times and improve programs and services

- Applying technology and best business practices to improve the ways in which we collect, share, analyze and use information from stakeholders and consumers
- Targeting messages to the public about DHHS programs and services and their impact on the quality of life in North Carolina
- Supporting the tools, processes, and resources necessary to inform and connect a large, diverse and geographically dispersed workforce

These are the significant business items that DIRM must enable for the Department. During the 2007-2009 biennium, DIRM will support DHHS' commitment to provide nationally recognized, quality services to the people of North Carolina through efficient, secure, and reliable IT service delivery.

Chapter 2 Requirements for Transitioning Existing IT Activities/Resources

The Department reviewed its existing projects, applications, infrastructure assets, operations, and human resources in light of the new vision, goals, objectives, and overall need to continue to carry out the mission of DHHS.

2.1 Current Projects

At the time of this writing, DHHS has approximately sixteen (16) IT projects/programs. As demonstrated in Table 2, many of the projects were either by design, initiated to support the goals and objectives identified in *Chapter 1*, are already in step with the vision, or are necessary to continue the Department's mission and sustain the current level of operations.

Table 2. Current DHHS IT Projects

Project	Project Goals and Objectives	New Department Goals and Objectives							Continue Mission
		Electronic Medical/Health Records (EMR/EHR)	Modern Information Systems	Emergency Preparedness and Response through Information and Communications	Seamless Access	Operational Efficiencies and Enhance Internal and External Communications	Decision-making Tools	Coordinated Planning	
Central Region Psychiatric Hospital Automation Program (CHAPS)	DHHS is in the process of designing a new psychiatric hospital that will serve citizens in the central region of the state with mental illnesses and consolidate the existing operations of Dorothea Dix and John Umstead hospitals. CHAPS projects include infrastructure implementation, applications upgrades, and the implementation of a comprehensive, seamless, and fully integrated clinical care and client management system that supports the current and future automation needs of multiple DMH/DD/SAS operated facilities, the result of which will ultimately constitute an electronic health record. The intent is to use these technical solutions as a model for future implementation at other NC DMH/DD/SAS facilities.	X	X	X	X	X	X	X	X

Project	Project Goals and Objectives	New Department Goals and Objectives							Continue Mission
		Electronic Medical/Health Records (EMR/EHR)	Modern Information Systems	Emergency Preparedness and Response through Information and Communications	Seamless Access	Operational Efficiencies and Enhance Internal and External Communications	Decision-making Tools	Coordinated Planning	
Client Services Data Warehouse (CSDW)-Business Objects XI Upgrade	Provide more up-to-date and powerful reporting capability to the CSDW system. Reports from CSDW are required to support the Temporary Assistance for Needy Families (TANF) Block Grant. CSDW reports are also used to support the business operations of multiple divisions and offices within DHHS (i.e., Division of Aging and Adult Services, Child Development, Medical Assistance, Public Health, and Social Services). As an example, Child Support Enforcement staff use reports from the system to monitor caseloads.		X	X	X	X	X	X	X
Crossroads State Agency Model Project (SAM)	Federally funded project to implement a web-based, modern management information system for the NC Women, Infants, and Children (WIC) program that has an open system architecture, is comprised of modular components, is compliant with federal policies and regulations such as those from US Dept of Agriculture Food and Nutritional Service, and is Electronic Benefit Transfer "ready." The new system will improve functionality and services to WIC clients; local, state and federal WIC staff; and the vendor community. Additionally the system will provide the state and federal staff with metrics and data to support the WIC program.		X		X	X	X	X	X

Project	Project Goals and Objectives	New Department Goals and Objectives							Continue Mission
		Electronic Medical/Health Records (EMR/EHR)	Modern Information Systems	Emergency Preparedness and Response through Information and Communications	Seamless Access	Operational Efficiencies and Enhance Internal and External Communications	Decision-making Tools	Coordinated Planning	
DHHS HIPAA National Provider Identifier (NPI) Initiative	The primary goal of this departmental project is to become compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) NPI standards for a unique, national health care provider identifier by the mandated deadline of May 23, 2007. The NPI will be the sole means to identify covered health care providers on HIPAA standard electronic transactions and will replace all legacy provider numbers previously supplied by health plans (e.g., Medicaid, Medicare, third party health plans, etc.). Failure by DHHS covered health care providers to comply with the NPI regulations will result in denied health care claims as well as severe financial penalties imposed by the federal government.	X	X			X		X	X

Project	Project Goals and Objectives	New Department Goals and Objectives							Continue Mission
		Electronic Medical/Health Records (EMR/EHR)	Modern Information Systems	Emergency Preparedness and Response through Information and Communications	Seamless Access	Operational Efficiencies and Enhance Internal and External Communications	Decision-making Tools	Coordinated Planning	
DHHS Management Systems Integration Project	DHHS currently operates three web-based management information databases: the Program Management Database (PMD), the Sub-recipient Monitoring System (SMS), and the Contracts Database (CDB). While these three systems were developed to meet separate needs, they contain many common data elements, and they follow a common theme: by increasing access to information, they increase accountability, which helps to ensure and improve the performance of DHHS programs and their sub-recipients. DHHS is proposing to merge these three systems into a single database. The merged system will establish standard business units and "master" lists of all funding sources and contractors/sub-recipients, greatly enhancing the Department's ability to manage information and produce reliable and comprehensive reports. In addition, there are closely related and important business processes that have never been supported by the existing systems (e.g., RFA/RFP/RFQ development, sub-recipient report tracking, and audit resolution) that will be incorporated into the merged system.				X	X	X	X	X
DHHS Security Project	This departmental project will demonstrate due diligence towards complying with federal (e.g., HIPAA Security regulations) and state standards for information security in automated systems.	X	X	X	X	X		X	X

Project	Project Goals and Objectives	New Department Goals and Objectives							Continue Mission
		Electronic Medical/Health Records (EMR/EHR)	Modern Information Systems	Emergency Preparedness and Response through Information and Communications	Seamless Access	Operational Efficiencies and Enhance Internal and External Communications	Decision-making Tools	Coordinated Planning	
Disability Determination Services Section – Telephony Upgrade	This project will upgrade the existing telephony system to improve customer service, redirect usage of clerical resources, obtain a maintenance contract for the phone system, and take advantage of innovations in telephony (e.g., Caller ID, call center, faxing, malicious call tracking, etc.). The architecture of the new phone system will be scaleable to allow for additional growth, thereby positioning the DDS Section for upgrades to newer technologies.		X		X	X		X	X
Health Information System (HIS)	The goal of this project is to deliver a comprehensive, seamless, fully integrated automated health information system comprised of existing, proven solutions that are built on the public health and behavioral health models and that will support the current and future automation needs of DHHS and their local stakeholders with minimal customization. HIS will replace DPH's legacy Health Services Information System (HSIS).	X	X	X	X	X	X	X	X
Laboratory Information Management System (LIMS) Upgrade	Provide a complete replacement of all the existing laboratory systems in the NC State Laboratory of Public Health. As a result, State Lab workflows will be streamlined and operational efficiencies gained because of the business process re-engineering. Improved data exchange with business partners at the federal (i.e., Centers for Disease Control and Prevention (CDC)), state, and local levels (i.e., hospitals and local health departments) will also be realized.	X	X	X		X	X	X	X

Project	Project Goals and Objectives	New Department Goals and Objectives							Continue Mission
		Electronic Medical/Health Records (EMR/EHR)	Modern Information Systems	Emergency Preparedness and Response through Information and Communications	Seamless Access	Operational Efficiencies and Enhance Internal and External Communications	Decision-making Tools	Coordinated Planning	
Martin County Voice Response Unit and Call Center Upgrade	The project goals are to (1) Ensure reliable service to the citizens of North Carolina requiring necessary Child Support Enforcement services handled through the Martin County call center, which currently handles more than 9,000,000 calls per year. (2) Provide the call center with equipment, which is supportable by outside resources. (3) Make maintenance available at a reasonable cost with newer technology. (4) Install an expandable solution that will meet the projected call volumes that are handled by the call center. (5) Replace current components already past end-of-life. (6) Replace current technology forecasted to be unsupportable beyond October 2008. (7) Provide a system from which data can be extracted and analyzed to improve the services provided through the call center.		X			X	X	X	X
NC Electronic Disease Surveillance System (NCEDSS)	The new system will result in statewide automation for disease reporting and surveillance for use in routine surveillance, detecting disease outbreaks, analyzing data and reporting to the CDC.	X	X	X		X	X	X	X
NC Information and Referral	Implement a consolidated, statewide web-enabled information and referral data repository for use by the NC Governor's Office, DHHS, United Way, Area Agencies on Aging, County Departments of Social Services, Alcohol and Drug Council of NC, UNC-Sponsored Programs, SpinNC, Family Support Network, Professional Organizations, and other services.		X	X	X	X	X	X	X
NC Medicaid Management Information System (MMIS) Replacement Program	Implement a new Medicaid Management Information System that will facilitate a multi-payer strategy across health care services provided by DHHS.	X	X		X	X	X	X	X

Project	Project Goals and Objectives	New Department Goals and Objectives							Continue Mission
		Electronic Medical/Health Records (EMR/EHR)	Modern Information Systems	Emergency Preparedness and Response through Information and Communications	Seamless Access	Operational Efficiencies and Enhance Internal and External Communications	Decision-making Tools	Coordinated Planning	
North Carolina Families Accessing Services Through Technology (NC FAST) Program	The NC FAST program is a software development and implementation project with the goal of implementing a new business model for access and service delivery systems within the agency, improving access to information, and improving the quality of services delivered to families in NC. The program will include the implementation of a new Case Management System, a service delivery system (SDI) and an on-line verification system (OLV).		X		X	X	X	X	X
Replacement of Servers for Child Support Enforcement County Offices	The major goal of the project is to replace the current end of life server hardware and Netware operating system with new hardware and an upgraded operating system in all Child Support Enforcement county offices in NC. The other business goals are as follows: <ul style="list-style-type: none"> • Create a reliable infrastructure. • Maintain a NetWare environment of vendor supported products. • Reduce overall server cost by deploying Novell Branch Office equipment to 69 County Offices. • Reduce administrative cost by deploying Novell Branch Office and Web management tools. • Reduce complexity of managing user IDs by deploying E-Directory as a user repository. • Reduce reliance on remote access infrastructure by deploying new Web access features of NetWare 6.5, such as i-Folder and Web print capabilities. 		X			X		X	X
Vital Records and Statistics Automation System	Implement an automated Birth Registration System to be used by Vital Records State Office personnel, Local Health Departments, Registers of Deeds, and birth facilities throughout NC.	X	X		X	X		X	X

Most of the projects are already in step with the Department's new vision and/or current mission. During the 2007-2009 biennium, the following projects are expected to request additional funding, resources, duration, and/or scope changes through the State Chief Information Officer (CIO) project approval process:

- Central Region Psychiatric Hospital Automation Program (CHAPS)
- DHHS Security Project
- Health Information System (HIS)
- NC Medicaid Management Information System (MMIS) Replacement Program
- North Carolina Families Accessing Services Through Technology (NC FAST) Program
- Vital Records and Statistics Automation System

2.2 Applications

DHHS followed the instructions for analyzing system applications and developing roadmaps as part of the State of North Carolina's Application Portfolio Management process. [Appendix B](#) lists the DHHS applications reviewed during the process and summarizes their planned status during State Fiscal Years (SFY) 2007, 2008, and 2009.

Over the course of the 2007-2009 biennium, DHHS proposes to maintain 205, and work toward the enhancement of eight (8) and replacement of six (6) system applications, budget permitting. Refer to Table 3 for a list of applications that will be changed and the justification.

Table 3. System Application Changes Planned

Application Name	Migration Strategy	Justification	Target Application (if Replacing)
CHAPS Plan B Applications	Modernization/ Enhancement	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	CHAPS Plan B Solution
Client Services Data Warehouse (CSDW)	Modernization/ Enhancement	Infrastructure upgrades complete with exception of Business Objects querying tool upgrades	Not applicable
Common Name Database Services (CNDS)	Expansion	Expanding to include additional users and system interfaces	Not applicable

Application Name	Migration Strategy	Justification	Target Application (if Replacing)
Crisis Intervention Program	Consolidation with application(s) performing similar business functions	Opportunity to improve and consolidate functionality	NC FAST
DFS Abuse Investigations Program (HCPI)	Consolidation with application(s) performing similar business functions	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	New MMIS+
DFS Complaint Tracking System	Retirement	Opportunity to improve and consolidate functionality	Not applicable
DFS EIS Interface	Consolidation with application(s) performing similar business functions	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	New MMIS+
DFS Letters	Consolidation with application(s) performing similar business functions	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	New MMIS+
DFS Long Term Care Safety Initiative (LTI)	Consolidation with application(s) performing similar business functions	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	New MMIS+
DFS Master File Reporting System	Consolidation with application(s) performing similar business functions	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	New MMIS+
DFS Nurse Aide Registry (NAR)	Consolidation with application(s) performing similar business functions	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	New MMIS+
DFS Nurse Aide Training (NAT)	Consolidation with application(s) performing similar business functions	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	New MMIS+
DFS Visual Master File (VMF) (a.k.a., Master Facility File)	Consolidation with application(s) performing similar business functions	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	New MMIS+

Application Name	Migration Strategy	Justification	Target Application (if Replacing)
DFS Web Interface for Report Updates	Consolidation with application(s) performing similar business functions	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	New MMIS+
DSS Adoption Index Management System	Consolidation with application(s) performing similar business functions	Opportunity to improve and consolidate functionality	NC FAST
DSS Refugee Information System	Retirement w/Replacement	Technically obsolete and not meeting business needs	TBD – New web application
Enterprise Program Integrity Control System (EPICS)	Expansion	Expanding functionality and program participation	Not applicable
Food Stamps Information System (FSIS)	Consolidation with application(s) performing similar business functions	Opportunity to improve and consolidate functionality	NC FAST
Healthcare Enterprise and Accounts Receivable Tracking System - Affinity (HEARTS)	Expansion	Expanding to include/enable additional modules and new functionality	Not applicable
Low Income Energy Assistance Program (LIEAP)	Consolidation with application(s) performing similar business functions	Opportunity to improve and consolidate functionality	NC FAST
Niku	Retirement w/Replacement	Technically obsolete, is costly to maintain or operate, and/or uses declining or irreplaceable skills	Potentially BEACON SAP Solution

2.3 Infrastructure Assets

DHHS is conducting an inventory of its infrastructure assets. Based on an assessment of information that DHHS collected to-date, the Department's infrastructure assets need refreshments, upgrades, replacements, and additions to meet security, reliability, and other requirements.

To ensure services provided by DHHS divisions/offices can continue uninterrupted, DHHS is developing life cycle replacement strategies for all infrastructure assets (e.g., voice and data networks, development/test/production servers, printing services, and desktop computing environment).

The Department expects that carrying out the life cycle replacement strategies will call for significant funds. Thus, DHHS' ability to move toward a modern infrastructure will depend heavily on the financial support the Department receives.

2.4 Operations/IT Management

On examination of the current policies, processes, procedures and practices for the management of IT, DIRM identified a need for the following improvements and changes in key areas.

2.4.1 Quality Management Improvements

On the road to better management of information technology, DHHS plans to gain more control over its development and management processes during the 2007-2009 biennium. The DIRM Quality Management Section plans to work toward consistency across DHHS by ensuring that the areas involved throughout the software development lifecycle publish those processes, which are repeated for every IT project and application. The following key areas are involved:

- Quality Management
- Projects Office Management
- Contracts Management
- DHHS Privacy and Security Office
- Financial Management
- Enterprise Architecture Program Management

2.4.2 Tools for Applications Development and Source Control

The largest growth area for DHHS applications is web development. Recently, DHHS centralized its web resources and developed standards that the Department is in the process of implementing. The recent consolidation of resources uncovered a need to fully implement common development products and a source control tool.

For DHHS' server-based applications hosted at NC Office of Information Technology Services (ITS), the Department intends to work towards implementing a change control process and utility that supports full version control and auditable approvals for migrating software updates to unit/system/integration testing, user acceptance testing, and production environments (similar to the Endeavor product that is used for mainframe applications).

2.4.3 *Electronic Document Management (EDM)*

Cherry Hospital within DMH/DD/SAS is currently participating in the pilot of the Documentum EDM service offered by ITS.

The Cherry Hospital EDM project will serve as a model for EDM implementation at the DMH/DD/SAS facilities. The project will convert the last two years of discharged patient records into an electronic format for on-line retrieval by all discipline staff. During the conversion process, templates will be designed that will be owned by the Division and used for day-forward scanning needs.

DHHS continues to receive requests for EDM and document scanning services. Therefore, the Department will evaluate the results of its participation in Documentum pilot project as it makes a decision concerning enterprise implementation of EDM and related support services in the 2007-2009 biennium.

2.4.4 *Strategic Planning*

Two (2) of the Department's objectives are aimed to improve planning processes and to ensure that decision-makers have access to analytical information and tools that enable informed judgments concerning the business of DHHS:

- Sustain a culture of continuous improvement by providing tools to enable decision-making.
- Drive operational decisions and resource allocation by maximizing the use of human, technological, and financial resources to enable business activities through coordinated planning processes.

During the 2007-2009 biennium, the Department will examine decision support systems as well as other methods for utilizing business intelligence to better coordinate planning.

2.4.5 *Project Management Tools*

DHHS operates a Projects Office, which oversees the portfolio of all IT projects, Department-wide. Having an overarching view of how IT projects are managed in DHHS reveals a need for standardizing project management tools. Given the appropriate amount of financial backing, DHHS plans to coordinate with the NC Enterprise Project Management Office (EPMO) during the 2007-2009 biennium to investigate tools that will at a minimum enable the following:

- Improved development, tracing, sharing, and management of business and technical requirements
- Reduced time associated with procurements (q.v., proposal development, evaluation, and selection)
- Improved project assessments by providing centralized and real-time resource, task, issue, and financial information

- Facilitated team, management, and client collaboration
- Simplified propagation of changes to project management standards and processes across all IT projects, Department-wide

2.4.6 Knowledge-based Project Estimating

DHHS recognizes its need for a consistent, formal project-estimating tool. During the 2007-2009 biennium, DIRM proposes to implement a knowledge-based project-estimating tool for the purpose of improving and lending support to the Department's estimates for IT project costs, resources, and durations earlier in the project life cycle and across DHHS.

2.4.7 Time Tracking

DIRM currently uses a commercial off-the-shelf (COTS) product, Niku, to track the time of resources assigned to IT efforts. Staff time that is tracked in Niku is subsequently entered into a job costing system that enables the Department to allocate costs to appropriate funding sources (i.e., federal, State, and other), and to provide information to the NC Accounting System, which is administered by the Office of the State Controller (OSC).

The Department requires a system that will support not only DIRM for IT efforts, but also a system for tracking time across all DHHS divisions and offices, including programs and services that are not IT-related. As noted in a study conducted for a collaborative that included the SCIO¹, DHHS has complex time and attendance situations that include but are not limited to on-call, rotation, shift-premium, and call back schedules and hours. DHHS intends to acquire this capability in conjunction with capabilities offered by the BEACON project.

OSC currently has a project underway to implement a solution that could include the time tracking and job costing functionality sought by DHHS, and during the 2007-2009 biennium, DHHS proposes to work with OSC to fulfill the DHHS requirements. This activity is critical for the Department, since the current COTS product that DIRM uses for time tracking is no longer supported.

2.4.8 Security and Business Continuity Efforts

The DHHS Privacy and Security Office (PSO) will be focusing on implementation of departmental security policies during the 2007-2009 biennium. This effort will include security education and assistance to divisions and offices. To meet this challenge, the PSO will initiate quarterly "Town Hall" meetings with DHHS divisions and offices to

¹ *High-level Business Case for a Collaborative Automated Timekeeping System*, North Carolina Time Information Management Effort (NC TIME), August 10, 2004, page 2

garner input concerning the development, revision, and/or implementation of DHHS security policies, standards and procedures.

Other key security and business continuity activities for the biennium are as follows.

- Growing business needs for the use of wireless equipment, both into and out of the state-owned network (end-to-end), will require tighter and more integrated wireless security and training at the administrator and the user levels
- Implementing encryption/decryption technology (e.g., Pretty Good Privacy – PGP) to ensure the secure transmission of confidential DHHS data via email
- Addressing any hidden challenges or security gaps that may come to light during disaster recovery testing, and business continuity efforts that the PSO oversees annually

2.5 Human Resources

DHHS has made use of contract staff to meet the business demands for IT projects and support for many years. DHHS had attempted to establish additional permanent state positions in lieu of some contract positions, but those attempts were unsuccessful until early in calendar year 2005. As of January 2005 DHHS had over 160 IT contractors via the ITS Supplemental Staffing Contract. Within DIRM that represented a contractor to state staff ratio of about 50:50. The majority of contractors were addressing long-term needs; however, due to changes implemented by the SCIO, contracts were limited to a 6-month duration. Most of DHHS' needs exceed six (6) months, and it was imperative that these functions continued.

DHHS considered several alternatives for addressing long term needs, including issuance of RFP's, issuance of Scope Statements via the ITS Technical Services contract, and establishment of permanent state positions. The offices of State Personnel (OSP) and State Budget and Management (OSBM) approved a DHHS proposal that established eighty-three (83) new state positions. DHHS scheduled to fill fifty-two (52) of the positions in State FY 2005-2006, and the remaining thirty-one (31) in State FY 2006-2007. The same DHHS proposal included the establishment of a recurring training budget to ensure that funding for educational and formal certifications were available to attract and retain qualified State personnel.

To address the remaining contract positions that are supporting long-term needs in DHHS, but not addressed through the newly created eighty-three (83) permanent state positions, DHHS decided to make use of Scope Statements. DHHS is currently writing the necessary Scope Statements and concurrently determining how best to group the various support teams to make the best use of contracted staff. Prior to the 2007-2009 biennium, DHHS expects to fill the eighty-three (83) permanent state positions, and award some of the Scope Statement contracts to selected vendors.

Chapter 3 IT Specific Economic-Driven Requirements or Opportunities

DHHS sees several areas in which potential changes could improve the economics of providing IT services, chiefly by improving productivity and operational efficiencies.

To begin, DHHS will propagate an enterprise architecture approach that will centralize planning thus saving time and dollars. The Department will also weigh and select IT proposals based on predefined business drivers. Insomuch as doing so will highlight opportunities for consolidation, and enable the Department to maintain financial and personnel equilibriums, DHHS expects that taking a more disciplined approach to IT investing will avoid costs.

During the 2007-2009 biennium DHHS will consider pursuing projects aimed at implementing various aspects of the Information Technology Infrastructure Library (ITIL). As one preparatory step, DHHS has recently participated in ITIL training sessions hosted by ITS.

In addition, DHHS intends to expand the use of the iWise IT Service Management Tool during the 2007-2009 biennium. This expansion will improve DHHS' ability to manage work, and it will solidify an important foundation in preparation for any potential ITIL efforts.

As a final point, DHHS will continue with consolidation efforts. One effort currently underway within DHHS is an IT asset inventory. DHHS sees this effort as a critical step toward the eventual use of the IT Asset Management service offered by NC ITS.

Chapter 4 IT Initiatives Developed From and Aligning With Plan Drivers

Note

All initiatives and programs discussed in this *Chapter 4* are based on projects that are known at the time of this writing.

DHHS recognized relationships between the plan drivers discussed in chapters 1 through 3, and derived major IT efforts. DIRM has organized the Department's IT efforts in the following way:

- At the highest, most general level is an Initiative, which is generally an enterprise plan or movement to institute something new.
- Within an Initiative, there may be one or more Programs. A Program is generally a system of multiple projects aimed to meet a common need.
- Within a Program, there may be one or more Projects. A Project is generally a temporary endeavor undertaken to create a unique product or service. A Project is goal-oriented, involves multiple interrelated activities, has a finite duration with definite beginning and ending dates, and is unique.

DHHS has defined its Initiatives and Programs as follows:

- Initiative: Modernize Current IT Environment
 - Program: Infrastructure Modernization
 - Program: Routine Applications Modernization
 - Program: Medicaid Management Information System (MMIS) Modernization
- Initiative: Standardize Design and Delivery of IT for DMH/DD/SAS
 - Program: Central Regional Psychiatric Hospital Automation (CHAPS)
 - Program: Cherry Hospital Replacement Automation Program
 - Program: Broughton Hospital Replacement Automation Program
- Initiative: Enhance Transparency of and Access to Programs and Services
 - Program: Web Enhancement
 - Program: North Carolina Accessing Services through Technology (NC FAST)
- Initiative: Improve IT Operations and Management
 - Program: IT Policies and Standards Improvement
 - Program: IT Procedures Improvement
 - Program: IT Management Methods Improvement
- Initiative: Comply with Regulations and Rules
 - Program: HIPAA Compliance

○ Program: Federal and State Required Enhancements

The following describes each of the Programs in more detail.

Note

In the sections that follow, DHHS provides *order-of-magnitude costs* for the Department's planned initiatives. The costs provided are for the biennium only, and are meant to include the cost of internal staff, outside consultants, hardware, software, et cetera. DHHS plans to submit Expansion Budget Requests and anticipates that it is eligible to receive some funding participation from federal, local, grant, and other sources to apply toward the costs of some of the projects under the initiatives.

4.1 Initiative – Modernize Current IT Environment

4.1.1 Infrastructure Modernization Program

Summary Description	Projects within this Program will refresh, upgrade, replace, and add to the IT infrastructure for DHHS. Examples of Projects may include Department-wide implementation of IT Asset Management, upgrades to servers in the county departments of social services, upgrades to infrastructure assets in State facilities and central offices, or introduction of security measures to minimize the risks of unwanted exposure	
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	<p>The main objectives of the Infrastructure Program are to leverage resources to achieve operational efficiencies and enhance internal and external communications to continue focus on customer service by....</p> <ul style="list-style-type: none"> • Enhancing access of information • Supporting the tools and resources necessary to inform and connect a large, diverse, and geographically dispersed workforce 	
Timeframe	July 1, 2007 through June 30, 2009	
Relationship with Other Agency Initiatives/Projects	The Infrastructure Modernization Program is critical to the Routine Applications Modernization Program, the Web Enhancement Program, and the HIPAA Compliance Program, as it will deliver the understructure on which those programs will build.	
Relationship with Statewide Initiatives/Projects	This Program has an open dependency on the State CIO to deliver an Asset Management Tool for tracking assets. In addition, this Program has a committed dependency on the State CIO to deliver the consolidation of network, data center, security, desktop, and local area network operations and services through its IT Consolidation Program.	
Order-of-Magnitude Costs	SFY 2008	\$36,000,000
	SFY 2009	\$38,000,000
	Biennium Total	<hr/> \$74,000,000

4.1.2 Routine Applications Modernization Program

Summary Description	Projects within this Program will improve the delivery of IT business functionality for DHHS. Examples of Projects may include replacements of applications to ensure alignment with current technology, or enhancements to applications to introduce new, required business functionality and or technology upgrades	
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	<p>The main objectives of the Routine Applications Modernization Program are to....</p> <ul style="list-style-type: none"> • Sustain a culture of continuous improvement by providing tools to enable decision making • Drive operational decisions and resource allocation by maximizing the use of human, technological, and financial resources to enable business activities through coordinated planning processes. • Protect the privacy and security of health information; prevent medical and administrative mistakes; and lower administrative health care costs by reducing the amount of paper medical and health records. • Improve services to consumers and relationships with suppliers and providers by modernizing information systems and technology. • Improve health emergency preparedness and response through enhanced information and communication systems. • Provide seamless access to an array of services that are locally available, client and family centric, and outcome oriented. • Leverage resources to achieve operational efficiencies, and enhance internal and external communications and marketing efforts to continue focus on customer service by... <ul style="list-style-type: none"> ○ Applying technology and best practices to improve the ways in which we collect, share, analyze, and use information from stakeholders and consumers. ○ Supporting the tools, processes, and resources necessary to inform and connect a large, diverse, and geographically dispersed workforce. 	
Timeframe	This Program is currently underway and is ongoing	
Relationship with Other Agency Initiatives/Projects	Many of the projects planned under this program are critically dependent on the NC MMIS+ Replacement, NC FAST Development, HIS, and CHAPS infrastructure and application development efforts.	
Relationship with Statewide Initiatives/Projects	This Program has a critical dependency on the BEACON Project to deliver a tool for managing time and payroll. In addition, there is a critical dependency on ITS for hosting services, and the Enterprise Project Management Office (EPMO) for project evaluations and approvals. As a final point, this Program will leverage the Enterprise SQA Program, as well as Mercury, Documentum, SAS, Oracle, and NCID—all of which are currently in the control of NC ITS.	
Order-of-Magnitude Costs	SFY 2008	\$35,000,000
	SFY 2009	\$26,000,000
	Biennium Total	\$61,000,000

4.1.3 Medicaid Management Information System (MMIS) Modernization Program

Summary Description

Projects within this Program are undertaken to provide for the implementation of the new NC MMIS, which will replace the current NC MMIS and the provision of Fiscal Agent (FA) services to support DHHS. Specific projects under this program will identify and update additional MMIS+ Program business requirements, as well as identify and execute the procurement and implementation of the replacement legacy systems and Fiscal Agent and business operations contracts.

Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue

The main objectives of the Medicaid Management Information System (MMIS) Modernization Program are to....

- Sustain a culture of continuous improvement by providing tools to enable decision making
- Drive operational decisions and resource allocation by maximizing the use of human, technological, and financial resources to enable business activities through coordinated planning processes.
- Protect the privacy and security of health information; prevent medical and administrative mistakes; and lower administrative health care costs by reducing the amount of paper medical and health records.
- Improve services to consumers and relationships with suppliers and providers by modernizing information systems and technology.
- Provide seamless access to an array of services that are locally available, client and family centric, and outcome oriented.
- Employ an enterprise-wide approach in the design and delivery of programs and services for the ultimate benefit of North Carolina residents by:
 - Implementing evidence based practices with an emphasis on prevention
 - Utilizing program funds in a flexible manner that is responsive to changing needs, maximizes outcomes and meets state and federal requirements
- Leverage resources to achieve operational efficiencies, and enhance internal and external communications to continue focus on customer service by...
 - Applying technology and best practices to improve the ways in which we collect, share, analyze, and use information from stakeholders and consumers.
 - Supporting the tools, processes, and resources necessary to inform and connect a large, diverse, and geographically dispersed workforce.

Timeframe

This Program is currently underway and slated to finish April 7, 2010

Relationship with Other Agency Initiatives/Projects

Many of the projects planned under the initiative to Modernize the Current IT Environment are critically dependent the NC MMIS+ Replacement for its planned tasks and activities.

Relationship with Statewide Initiatives/Projects

This Program has a critical dependency on the Enterprise Project Management Office (EPMO) for project evaluations and approvals

Order-of-Magnitude Costs	SFY 2008	\$22,000,000
	SFY 2009	\$40,000,000
	Biennium Total	<hr/> \$62,000,000

4.2 Initiative - Standardize Design and Delivery of IT for DMH/DD/SAS

4.2.1 Central Regional Psychiatric Hospital Automation Program (CHAPS)

Summary Description CHAPS projects include infrastructure implementation, applications upgrades, and the implementation of a comprehensive, seamless, and fully integrated clinical care and client management system that supports the current and future automation needs of multiple DMH/DD/SAS operated facilities, the result of which will ultimately constitute an electronic health record. The intent is to use these technical solutions as a model for future implementation at other NC DMH/DD/SAS facilities.

Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue The main objectives of CHAPS are to....

- Sustain a culture of continuous improvement by providing tools to enable decision making
- Drive operational decisions and resource allocation by maximizing the use of human, technological, and financial resources to enable business activities through coordinated planning processes.
- Protect the privacy and security of health information; prevent medical and administrative mistakes; and lower administrative health care costs by reducing the amount of paper medical and health records.
- Improve services to consumers and relationships with suppliers and providers by modernizing information systems and technology.
- Employ an enterprise-wide approach in the design and delivery of programs and services for the ultimate benefit of North Carolina residents by:
 - Implementing evidence based practices with an emphasis on prevention
 - Providing seamless access to an array of services that are locally available, client and family centric and outcome oriented
 - Ensuring access to services by people with disabilities and those who may have special needs relating to language, culture, or ethnicity
- Leverage resources to achieve operational efficiencies, and enhance internal and external communications to continue focus on customer service by...
 - Applying technology and best practices to improve the ways in which we collect, share, analyze, and use information from stakeholders and consumers.
 - Supporting the tools, processes, and resources necessary to

inform and connect a large, diverse, and geographically dispersed workforce.

Timeframe	This Program is currently underway and slated to finish December 30, 2012.	
Relationship with Other Agency Initiatives/Projects	CHAPS is critically dependent on the Department to build the Central Region Psychiatric Hospital in Butner. Equally, many of the projects planned under the initiative to Modernize the Current IT Environment are critically dependent CHAPS for its planned tasks and activities.	
Relationship with Statewide Initiatives/Projects	This Program has a critical dependency on the Enterprise Project Management Office (EPMO) for project evaluations and approvals	
Order-of-Magnitude Costs	SFY 2008	\$12,000,000
	SFY 2009	\$9,000,000
	Biennium Total	<hr/> \$21,000,000

4.2.2 *Cherry Hospital Replacement Automation Program*

Summary Description	A new Cherry Hospital will replace an existing Cherry Hospital in Goldsboro. The intent of this Program is to model Cherry Hospital's information systems and technology after the technical solutions implemented by CHAPS. Projects under this Program include infrastructure implementation, application upgrades, and the implementation of a comprehensive, seamless, and fully integrated clinical care and client management system.
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	<p>The main objectives of this Program are to....</p> <ul style="list-style-type: none"> • Sustain a culture of continuous improvement by providing tools to enable decision making • Drive operational decisions and resource allocation by maximizing the use of human, technological, and financial resources to enable business activities through coordinated planning processes. • Protect the privacy and security of health information; prevent medical and administrative mistakes; and lower administrative health care costs by reducing the amount of paper medical and health records. • Improve services to consumers and relationships with suppliers and providers by modernizing information systems and technology. • Employ an enterprise-wide approach in the design and delivery of programs and services for the ultimate benefit of North Carolina residents by: <ul style="list-style-type: none"> ○ Implementing evidence based practices with an emphasis on prevention ○ Providing seamless access to an array of services that are locally available, client and family centric and outcome oriented ○ Ensuring access to services by people with disabilities and those who may have special needs relating to language, culture, or ethnicity • Leverage resources to achieve operational efficiencies, and enhance internal and external communications to continue focus on customer

	service by...						
	<ul style="list-style-type: none"> ○ Applying technology and best practices to improve the ways in which we collect, share, analyze, and use information from stakeholders and consumers. ○ Supporting the tools, processes, and resources necessary to inform and connect a large, diverse, and geographically dispersed workforce. 						
Timeframe	TBD – Tentatively beginning July 1, 2007						
Relationship with Other Agency Initiatives/Projects	This Program is critically dependent on the Department to build the new Cherry Hospital. Equally, this Program is critically dependent on CHAPS for its planned tasks and activities.						
Relationship with Statewide Initiatives/Projects	This Program has a critical dependency on the Enterprise Project Management Office (EPMO) for project evaluations and approvals						
Order-of-Magnitude Costs	<table> <tr> <td>SFY 2008</td><td>\$6,000,000</td></tr> <tr> <td>SFY 2009</td><td>\$5,000,000</td></tr> <tr> <td>Biennium Total</td><td><u>\$11,000,000</u></td></tr> </table>	SFY 2008	\$6,000,000	SFY 2009	\$5,000,000	Biennium Total	<u>\$11,000,000</u>
SFY 2008	\$6,000,000						
SFY 2009	\$5,000,000						
Biennium Total	<u>\$11,000,000</u>						

4.2.3 Broughton Hospital Replacement Automation Program

Summary Description	A new Broughton Hospital will replace the existing Broughton Hospital in Morganton. The intent of this Program is to model Broughton Hospital's information systems and technology after the technical solutions implemented by CHAPS. Projects under this Program include infrastructure implementation, application upgrades, and the implementation of a comprehensive, seamless, and fully integrated clinical care and client management system.
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	<p>The main objectives of this Program are to....</p> <ul style="list-style-type: none"> • Sustain a culture of continuous improvement by providing tools to enable decision making • Drive operational decisions and resource allocation by maximizing the use of human, technological, and financial resources to enable business activities through coordinated planning processes. • Protect the privacy and security of health information; prevent medical and administrative mistakes; and lower administrative health care costs by reducing the amount of paper medical and health records. • Improve services to consumers and relationships with suppliers and providers by modernizing information systems and technology. • Employ an enterprise-wide approach in the design and delivery of programs and services for the ultimate benefit of North Carolina residents by: <ul style="list-style-type: none"> ○ Implementing evidence based practices with an emphasis on prevention ○ Providing seamless access to an array of services that are locally available, client and family centric and outcome oriented ○ Ensuring access to services by people with disabilities and those who may have special needs relating to language, culture, or

	ethnicity						
	<ul style="list-style-type: none"> • Leverage resources to achieve operational efficiencies, and enhance internal and external communications to continue focus on customer service by... <ul style="list-style-type: none"> ○ Applying technology and best practices to improve the ways in which we collect, share, analyze, and use information from stakeholders and consumers. ○ Supporting the tools, processes, and resources necessary to inform and connect a large, diverse, and geographically dispersed workforce. 						
Timeframe	TBD – Tentatively beginning July 1, 2007						
Relationship with Other Agency Initiatives/Projects	This Program is critically dependent on the Department to build the new Broughton Hospital. Equally, this Program is critically dependent on CHAPS for its planned tasks and activities.						
Relationship with Statewide Initiatives/Projects	This Program has a critical dependency on the Enterprise Project Management Office (EPMO) for project evaluations and approvals						
Order-of-Magnitude Costs	<table> <tr> <td>SFY 2008</td><td>\$6,000,000</td></tr> <tr> <td>SFY 2009</td><td>\$5,000,000</td></tr> <tr> <td>Biennium Total</td><td><u>\$11,000,000</u></td></tr> </table>	SFY 2008	\$6,000,000	SFY 2009	\$5,000,000	Biennium Total	<u>\$11,000,000</u>
SFY 2008	\$6,000,000						
SFY 2009	\$5,000,000						
Biennium Total	<u>\$11,000,000</u>						

4.3 Initiative – Enhance Transparency of and Access to Programs and Services

4.3.1 Web Enhancement Program

Summary Description	Projects within this Program are undertaken to enhance citizen and employee access to and transparency of information by improving web access to DHHS services and programs. Examples of Projects may include redesign of web sites for the purpose of user friendliness, or enhancements to web sites to ensure contact information and services are kept up to date
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	<p>The main objectives of the Web Enhancement Program are to....</p> <ul style="list-style-type: none"> • Improve services to consumers and relationships with suppliers and providers by modernizing information systems and technology. • Leverage resources to achieve operational efficiencies, and enhance internal and external communications and marketing efforts to continue focus on customer service by... <ul style="list-style-type: none"> ○ Applying technology and best practices to improve the ways in which we collect, share, analyze, and use information from stakeholders and consumers. ○ Enhancing access and transparency of information ○ Supporting the tools, processes and resources necessary to inform and connect a large, diverse, and geographically dispersed workforce
Timeframe	This Program is currently underway and slated to finish by August 31, 2008

Relationship with Other Agency Initiatives/Projects	This Program has a committed dependency on the DHHS Infrastructure Modernization Program to deliver a contemporary technology environment for supporting, operating, and accessing the new web sites.	
Relationship with Statewide Initiatives/Projects	The Web Enhancement Program is critically dependent on ITS to provide web servers and services 24x7, to support the anticipated increase in traffic volume, as well as the Enterprise SQA Service.	
Order-of-Magnitude Costs	SFY 2008	\$20,000,000
	SFY 2009	\$20,000,000
	Biennium Total	\$40,000,000

4.3.2 *North Carolina Families Accessing Services through Technology (NC FAST) Program*

Summary Description	Projects within this Program are undertaken to provide a cost effective, fully compliant and functional system for NC DHHS and the case workers and managers in county departments of social services to effectively manage and administer the following programs: Child Care, Child Welfare Services, Work First, Child Support Enforcement, Food Stamps, Medicaid, Low Income Energy Assistance (LIEAP), Refugee Assistance, NC Health Choice for Children, Adult & Family Services, and Special Assistance.
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	<p>The main objectives of NC FAST are to....</p> <ul style="list-style-type: none"> • Improve services to consumers and relationships with suppliers and providers by modernizing information systems and technology. • Employ an enterprise-wide approach in the design and delivery of programs and services for the ultimate benefit of North Carolina residents by: <ul style="list-style-type: none"> ○ Implementing evidence based practices with an emphasis on prevention ○ Providing seamless access to an array of services that are locally available, client and family centric and outcome oriented ○ Utilizing program funds in a flexible manner that is responsive to changing needs, maximizes outcomes and meets state and federal requirements ○ Ensuring access to services by people with disabilities and those who may have special needs relating to language, culture, or ethnicity • Leverage resources to achieve operational efficiencies, and enhance internal and external communications to continue focus on customer service by... <ul style="list-style-type: none"> ○ Applying technology and best practices to improve the ways in which we collect, share, analyze, and use information from stakeholders and consumers ○ Enhancing access and transparency of information ○ Supporting the tools, processes and resources necessary to inform and connect a large, diverse, and geographically dispersed workforce

Timeframe	This Program is currently underway and slated to finish by May 21, 2013.	
Relationship with Other Agency Initiatives/Projects	Many of the projects planned under the initiative to Modernize the Current IT Environment are critically dependent on NC FAST for its planned tasks and activities.	
Relationship with Statewide Initiatives/Projects	This Program has a critical dependency on the Enterprise Project Management Office (EPMO) for project evaluations and approvals	
Order-of-Magnitude Costs	SFY 2008	\$15,000,000
	SFY 2009	\$31,000,000
	Biennium Total	<hr/> \$46,000,000

4.4 Initiative – Improve IT Operations and Management

4.4.1 IT Policies and Standards Improvement Program

Summary Description	Projects within this Program are undertaken to ensure appropriate policies and standards exist to support the delivery of IT solutions within DHHS. Examples of Projects may include establishment of policies with regard to IT solutions being in alignment with the Statewide Technical Architecture, or a Project to update standards to be followed by IT resources delivering IT solutions
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	<p>The main objectives of the Policies and Standards Improvement Program are to....</p> <ul style="list-style-type: none"> • Sustain a culture of continuous improvement by providing tools to enable decision-making. • Drive operational decisions and resource allocation by maximizing the use of human, technological, and financial resources to enable business activities through coordinated planning processes. • Leverage resources to achieve operational efficiencies, and enhance internal and external communications to continue focus on customer service by... <ul style="list-style-type: none"> ○ Supporting the tools, processes, and resources necessary to inform and connect a large, diverse, and geographically dispersed workforce.
Timeframe	This Program is currently underway and slated to finish by June 30, 2009
Relationship with Other Agency Initiatives/Projects	Individual projects within the IT Policies and Standards Improvement Program have a critical dependency on the effort to develop the DHHS Technical Architecture Plan, which will deliver goals needed to pursue project objectives.
Relationship with Statewide Initiatives/Projects	This Program is critically dependent on the following statewide efforts: Statewide Technical Architecture (STA), Enterprise Approach to the Purchase and Deployment of Security Technologies, and the State CIO IT Consolidation Program

Order-of-Magnitude Costs	SFY 2008	\$500,000
	SFY 2009	\$500,000
	Biennium Total	<hr/> \$1,000,000

4.4.2 *IT Procedures Improvement Program*

Summary Description	Projects within this Program will assure appropriate procedures exist to support the delivery of IT solutions within DHHS. An example of a Project may include establishment of procedures with regard to the submission of IT requests for approval and prioritization by the Department.	
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	<p>The main objective of the Procedures Improvement Program is to...</p> <ul style="list-style-type: none"> • Sustain a culture of continuous improvement by providing tools to enable decision-making. • Drive operational decisions and resource allocation by maximizing the use of human, technological, and financial resources to enable business activities through coordinated planning processes. • Leverage resources to achieve operational efficiencies, and enhance internal and external communications to continue focus on customer service by... <ul style="list-style-type: none"> ○ Supporting the tools, processes, and resources necessary to inform and connect a large, diverse, and geographically dispersed workforce. 	
Timeframe	July 1, 2008 through June 30, 2009	
Relationship with Other Agency Initiatives/Projects	Individual projects within this Program will be critically dependent on the IT Policies and Standards Improvement Program, and the Management Methods Improvement Program to deliver their specific tasks and activities. In addition, the Infrastructure Modernization Program is critically dependent on this Program to deliver the IT Infrastructure Library.	
Relationship with Statewide Initiatives/Projects	Any proposed project under this Program to implement the service level, financial, capacity, IT service continuity, and availability management aspects of ITIL will have a committed dependency on the State CIO Portfolio Management Initiative.	
Order-of-Magnitude Costs	SFY 2008	\$1,000,000
	SFY 2009	\$1,000,000
	Biennium Total	<hr/> \$2,000,000

4.4.3 IT Management Methods Improvement Program

Summary Description	Projects within this Program will assure appropriate controls are in place to support the management of IT activities within DHHS. An example of a Project may include implementation of decision support tools, human resources migration, project, requirements, and configuration management tools.	
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	<p>The main objectives of the Management Methods Improvement Program are to...</p> <ul style="list-style-type: none"> • Sustain a culture of continuous improvement by providing tools to enable decision-making. • Drive operational decisions and resource allocation by maximizing the use of human, technological, and financial resources to enable business activities through coordinated planning processes. • Leverage resources to achieve operational efficiencies, and enhance internal and external communications and marketing efforts to continue focus on customer service by... <ul style="list-style-type: none"> ○ Applying technology and best practices to improve the ways in which we collect, share, analyze, and use information from stakeholders and consumers ○ Enhancing access and transparency of information ○ Supporting the tools, processes and resources necessary to inform and connect a large, diverse, and geographically dispersed workforce 	
Timeframe	This Program is currently underway and slated to finish by June 30, 2009	
Relationship with Other Agency Initiatives/Projects	Any proposed project under this Program that is related to the source and supply of human resources is critically dependent on the timing for implementing the projects under the Routine Applications Modernization Program to deliver their tasks and activities. Conversely, the Routine Applications Modernization Program is critically dependent on the other proposed projects under this Program to deliver tools, information, and other resources.	
Relationship with Statewide Initiatives/Projects	Any proposed project under this Program that is related to the source and supply of human resources is critically dependent on the timing for implementing the projects under the State CIO IT Consolidation Program. The proposed projects under this Program that are related to project management have an open dependency on the State CIO Portfolio Management Initiative	
Order-of-Magnitude Costs	SFY 2008	\$1,000,000
	SFY 2009	\$1,000,000
	Biennium Total	<u>\$2,000,000</u>

4.5 Initiative - Comply with Regulatory Requirements

4.5.1 HIPAA Compliance Program

Summary Description	Projects within this Program are undertaken to ensure IT solutions remain in compliance with State and Federal laws and regulations such as the Administrative Simplification provisions of HIPAA		
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	The main objective of the Compliance Program is to remain in compliance with applicable State and Federal laws and regulations. Not doing so puts the State at risk of substantial fines and, in some cases, public embarrassment. A significant funding stream is attached to the Federal programs administered by DHHS, and not staying in compliance with the applicable laws and regulations puts those funds in jeopardy, and lessens DHHS' ability to provide critical services to residents of NC.		
Timeframe	This Program is currently underway and is ongoing		
Relationship with Other Agency Initiatives/Projects	This Program is critically dependent on the initiative to Modernize the Current IT Environment for compliant applications and infrastructure.		
Relationship with Statewide Initiatives/Projects	The HIPAA Compliance Program has zero dependency on current Statewide Initiatives/Projects.		
Order-of-Magnitude Costs	SFY 2008		\$1,000,000
	SFY 2009		\$-
	Biennium Total		<hr/> \$1,000,000

4.5.2 Federal and State Required Enhancements Program

Summary Description	Projects within this Program are undertaken to ensure IT solutions remain in compliance with State and Federal laws and regulations that may be passed and required during the 2007-2009 biennium.		
Major Objectives to be Achieved and Benefits/Value to the Agency/State to Accrue	The main objective of the Federal and State Compliance Program is to remain in compliance with applicable State and Federal laws and regulations. Not doing so could put the State at risk of fines, public embarrassment, and loss of funding		
Timeframe	This Program is currently underway and is ongoing		
Relationship with Other Agency Initiatives/Projects	TBD		
Relationship with Statewide Initiatives/Projects	TBD		
Order-of-Magnitude Costs	SFY 2008		\$1,000,000
	SFY 2009		\$1,000,000
	Biennium Total		<hr/> \$2,000,000

4.6 Selecting IT Investments

The IT initiatives and programs that DHHS puts forward for the 2007-2009 biennium are made up of IT Projects. DHHS intends to select IT investments that best support the goals, objectives, vision, and mission of the Department.

In August of 2006, DHHS Secretary Carmen Hooker Odom established a DHHS IT Governance Committee responsible for reviewing and approving significant IT requests submitted by Divisions/Offices. This committee will enable the department to better manage its IT projects by targeting limited funding to those efforts that are the most critical. Departmental management is expecting two major outcomes: (1) increased ownership of IT initiatives across DHHS, and (2) increased accountability for DHHS' IT assets and expenditures. Accordingly, it is expected that the DHHS IT Governance Committee will consider and track significant IT initiatives in DHHS, including those reflected in this IT Plan for the 2007-2009 biennium.

Appendix A Terms and Definitions

Term/Abbreviation/Acronym	Definition
BCP	Business Continuity Plan
CIO	Chief Information Officer
CMM	Capability Maturity Model
CNDS	Common Name Database Services
Committed Dependency	May result in complete failure of the receiving project
COTS	Commercial Off-the-Shelf
Critical Dependency	May result in the partial or complete failure of not only the receiving project but also its mission, related systems, structures, or projects
CSDW	Client Services Data Warehouse
CTO	Chief Technology Officer
DDS	Disability Determination Services
DHHS	Department of Health and Human Services
EDM	Electronic Document Management
EHR	Electronic Health Record
EPICS	Enterprise Program Integrity Control System
EPMO	Enterprise Project Management Office
FSIS	Food Stamp Information System
HEARTS	Healthcare Enterprise and Accounts Receivable Tracking System
HIPAA	Health Insurance Portability and Accountability Act of 1996
IOSM	Infrastructure, Operations, and Systems Management
IPRS	Integrated Payment and Reporting System
ITIL	Information Technology Infrastructure Library
ITS	Office of Information Technology Services
ITS	Office of Information Technology Services
LIEAP	Low-Income Energy Assistance Program
MMIS	Medicaid Management Information `
NC	North Carolina
NC FAST	NC Families Accessing Services through Technology
Open Dependency	May result in partial failure to the receiving project
OSBM	Office of State Budget and Management
RFP	Request for Proposal

Term/Abbreviation/Acronym	Definition
RIS	Refugee Information System
SFY	State Fiscal Year
SSA	Social Security Administration
STA	Statewide Technical Architecture
Zero Dependency	The project does not have any vulnerabilities in this area

Appendix B Application Migration Road Map

Application Name	Application Description	2008	2009
Abuse/Grievances	Advocacy's main database with information on all grievance & abuse reports and follow-up investigations conducted.	Maintain	Maintain
Active Treatment Global Queries	Reports on Active Treatment combining data from Affinity and Activity Treatment System.	Maintain	Maintain
Activity Therapy System	Enables organizing, scheduling, tracking, and analysis of Active Therapy Treatment for Mental Health and Substance Abuse patients.	Maintain	Maintain
Adolescent Unit Active Treatment Documentation	Provides (a) scheduling of treatment mall and (b) documentation for patient medical records of patient participation and progress.	Maintain	Maintain
Adult Acute Admissions Active Treatment Documentation	Provides (a) scheduling of treatment mall and (b) documentation for patient medical records of patient participation and progress.	Maintain	Maintain
Adult Care Homes	This application helps to consolidate all Adult care Homes information to query and run reports to determine rates.	Maintain	Maintain
Adult Protective Services Registry	Collect and provide demographic information on adult individuals that receive services from the county departments of social services.	Maintain	Maintain
ASPEN	Complaint Tracking and Incident Reporting.	Maintain	Maintain
Audit Confirmation Reports Website	This application publishes the DHHS Audit Confirmation Reports that are used to confirm the amount of financial assistance payments made to local government, not-for-profits organizations and nongovernmental entities by the seven divisions and four offices within the N. C. Department of Health and Human Services that administer the programs through which these funds are awarded. These reports are used primarily by the independent auditors (CPAs) for completing the "Schedule of Expenditures of Federal and State Awards" as required by OMB Circular A-133 and/or N. C. General Statute 143-6.1.	Maintain	Maintain

Application Name	Application Description	2008	2009
Automated Collection and Tracking System	ACTS is a Statewide Child Support Enforcement System that is mandated to meet the Federal 1988 Family Support Act, the Personal Responsibility, and Work Reconciliation Act (PRWORA), and meet North Carolina requirements.	Enhance	Maintain
Backup Exec	Backup Software.	Maintain	Maintain
Behavioral Risk Factors Surveillance System	The BRFSS, the world's largest telephone survey, tracks health risks in the United States. Information from the survey is used to improve the health of the American people.	Maintain	Maintain
Birth Defects Monitoring Program System	Contains data on infants born with in NC with serious congenital anomalies diagnosed within first year of life.	Maintain	Maintain
Blind Payroll Distribution	This application uses information from the Blind Payroll interface to NCAS and distributes to counties according to their percentage.	Maintain	Maintain
Blood Glucose Monitoring	Blood Glucose monitoring network that empowers nursing staff to collect patient glucose levels via mobile device that can be docked to allow data to be transferred to the Medical Lab.	Maintain	Maintain
Care Plan System	Maintains NCSCC Client Treatment Plans.	Maintain	Maintain
CareWare	Manages, track, and reports on HIV/AIDS patients participating in the Ryan White Care Act Program and the Housing Opportunities for People with AIDS program. Replaced HOPWA and RWCA applications.	Maintain	Maintain
Case Management System for Voc Rehab	Interactive internet Case Management System for Vocational Rehabilitation Counselors and staff to maintain client demographics, document a case thru application, activation and closure with attached documents, employment plans and correspondence. Authorizations for services, invoice information, vendor information, purchase orders and personnel information.	Maintain	Maintain
Cash Management System	Provides financial management and budget execution capabilities.	Maintain	Maintain

Application Name	Application Description	2008	2009
Caswell Lab information System	Interfaces to lab analyzers to receive and record results from lab test. Track historical information for lab results. Provides codes and reports required for monthly billing with the State.	Maintain	Maintain
Central Demographics	Local Demographics Store updated from remotely hosted system.	Maintain	Maintain
Central Registry Child Abuse & Neglect FATALITIES	Collects and provides information regarding certain child fatalities for meeting reporting requirements and providing information to counties to assist in the investigations of reports of alleged child abuse and neglect.	Maintain	Maintain
Central Registry Child Abuse & Neglect	All investigations of abuse and/or neglect are input into the system complete with type of abuse/neglect reported, type of abuse or neglect found, names of victims, names of perpetrators.	Maintain	Maintain
Child Placement and Payment System	Generates payments and reports for Adoption Assistance, Child Caring Institutions, DMH, foster parents, adoptive parents, vendors, and counties. Forms 5094 and 5095 are used for input and turnarounds.	Maintain	Maintain
Client Activities System	Maintains a history of client recreational activities per ICF/SNF Requirements.	Maintain	Maintain
Client Information Database	Provides client identification information for reports and labels.	Maintain	Maintain
Client Inquiry	Utilized by Telecommunications, and other staff as deemed necessary, to look up patient name, location, and phone number. In addition, acts as local client database supporting other web based applications.	Maintain	Maintain
Client Services Data Warehouse	The Client Services Data Warehouse (CSDW) provides historical data for use by Counties, State Staff, Federal Government, and Third party users. The data covers a variety of divisions within DHHS, including but not limited to: DSS Child Support Enforcement, Child Welfare, Eligibility information System, Food Stamps Information System, Services Information System), DPH, DMH, DCD and DAAS. Contains compiled & scrubbed data from various DHHS systems for various funding reporting and program administration functions.	Enhance	Enhance

Application Name	Application Description	2008	2009
Clinic Tracking System	Enables scheduling, alerting, and tracking of patient visits to the on and offsite clinics.	Maintain	Maintain
Clinical Fusion	Used by school-based clinics associated with local health departments. Supports the Adolescent Health Program.	Maintain	Maintain
Common Name Database Services	CNDS is a central repository for client demographics and case information for DHHS.	Enhance	Enhance
Computrition	Dietary Food Service software.	Maintain	Maintain
Consumer Data Warehouse	A data repository of clinical mental health related information, which supports block grant, and Federal reporting requirements of DMH/DD/SAS.	Maintain	Maintain
Cost Accounting System	Aggregate financial data from DMH/DD/SAS Institutions. Data includes Pharmacy, Inventory, Ancillary costs.	Maintain	Maintain
Cost Allocation System	This application helps to maintain the cost allocation for the DHHS.	Maintain	Maintain
Cost Reporting System for DMH/DD/SAS	The system tracks the expenditures for Local Management Entities (LME) / Area Programs (AP) for the Division of Mental Health, Development Disabilities, and Substance Abuse Services. The LME/AP or private providers providing direct care mental health services and paid in excess of \$230,000 by Medicaid are required to file a cost report. These programs must report dollars paid units and service description.	Maintain	Maintain
County Administration Reimbursement System	Responsible for reimbursing the County Departments of Social Services For the cost of administering social programs for DHHS. Reimbursement costs include salary, benefits, Administration Cost and purchased services.	Maintain	Maintain
County Billing	Each year county billing enters the budget for chore services and social worker assistance for each county into an ACCESS database. Any changes in budget or addresses are entered into ACCESS monthly.	Maintain	Maintain

Application Name	Application Description	2008	2009
Crisis Intervention Program	The CIP System is a web application for county users and DSS staff that captures Crisis Intervention request data. The data is used to document and calculate the amount of county assistance that can be rendered based on individual and county limits.	Enhance	Enhance
CRP Budget and Outcomes	Division of Services for Vocational Rehabilitation uses this interactive CICS system developed in Visual Gen for entering yearly budget information and benchmark budgets for the Community Rehabilitation Programs.	Maintain	Maintain
CRP Service Reporting System	The Division of Vocational Rehabilitation Services uses this interactive CICS system developed in Visual Gen for private Community Rehabilitation Programs across the State to enter data monthly relating to evaluations, work adjustment, job coaching, and intensive training.	Maintain	Maintain
DAAS Aging Resources Mgmt. System (ARMS)	A client tracking system for demographic data and a reimbursement system that ties reimbursement to performance.	Maintain	Maintain
DAAS Disinterested Public Agent Guardian System	This application tracks the blanket bonds for wards for which county agencies are the public agent guardians.	Maintain	Maintain
DAAS Ombudsman Complaint Tracking System	The Ombudsman Complaint Tracking System is a confidential database the Area Agency on Aging Regional Long Term Care Ombudsmen use to collect data of complaints received, other activities related to the Ombudsman Program and data on the volunteers, which is mandated by the Older Americans Act.	Maintain	
DAAS Special Assistance In-Home	A comprehensive client assessment instrument to identify overall needs of the individual. Assist in the development of a service plan and evaluate eligibility for this program. Supports Special Assistance Demonstration Project.	Maintain	Maintain
DataCard System - AAU	Creates patient ID cards.	Maintain	Maintain
DataCard System - ADATC	Creates patient ID cards.	Maintain	Maintain
DataCard System - HR	Creates Employee ID Cards.	Maintain	Maintain

Application Name	Application Description	2008	2009
Daysheets	Collect county worker information related to the 'time' the county worker spends providing services and assistance to DSS clients. The information is used for State level and county reporting and as part of the SIS/CARS Interface.	Maintain	Maintain
Daysheets/County Admin Cost Interface	Interfaces the costs from the County Administration Reimbursement System with the minutes from the Daysheets system for reporting and tracking costs down to the service level.	Maintain	Maintain
DCD Contract System	Stores data on all contracts for the Division of Child Development to track, analyze, and produce reports as required: Database includes data on contracts, vendors, funding and approval levels.	Maintain	Maintain
DCD Criminal Background Check System	This application tracks criminal record background checks for individuals involved in childcare in North Carolina, who are required to complete a background check application to be scanned into the database. The finger printing information is sent to the SBI for investigation and later returned to DCD with the results. This application was mandated by the General Assembly and it currently tracks information on existing childcare employees and new applicants. This application tracks qualified and unqualified child care workers. It produces letters to individuals and employers indicating the status of the individuals (qualified or not qualified). The data in this system is also referenced by the DCD Day Care Regulatory application to help assess the status of facilities providing childcare.	Maintain	Maintain
DCD Early Childhood Workforce System	System that tracks Early Childhood Workforce training and certification information for Caregivers throughout the State.	Maintain	Maintain

Application Name	Application Description	2008	2009
DCD Public Web Sites (Main, Admin, Intranet, Search)	This application is comprised of 2 components: (1) The Main, Admin and Search web sites provides child care information specific to an individual center or home and is utilized by the public to search for a specific program. Provides links to additional sites with helpful information on child care related topics. (2) The Intranet web site contains information to be used by DCD internal staff.	Replace	
DCD Regulatory System (Web, Admin, Laptop)	This application is comprised of 3 components. (1) The Regulatory Administrative component controls the administrative functions of the Regulatory System including User Access to various DCD web sites, Facility Assignments, Standard Compliance Items, and printing Licenses, Permits Reports and Labels, etc.. (2) The Regulatory Laptop component allows DCD Field Staff to input, print and transmit Facility Visits and print Facility Labels. (3) The Child Care Regulatory Web component contains information on the regulatory status of daycare facilities in North Carolina, including permits issued, visits made, actions taken, complaints received, etc.	Maintain	Maintain
DCD Subsidized Child Care Reimbursement	Tracks children who are in childcare, computing reimbursement amounts for payment by the DHHS Controller's Office to the counties for their childcare providers, for subsidized childcare. Generates Federal reporting, provides Smart Start tracking, and reporting, provides More at Four tracking and reporting, and Head Start tracking and reporting.	Maintain	Maintain
DCD TANFMOE Monthly Reporting System	This is a system for DCD that generates a monthly financial report, which tracks funds for the Temporary Assistance to Needy Families Maintenance Effort (TANF/MOE).	Maintain	Maintain
Debt Setoff interface to DOR	This Application sends the Debt Setoff records to DOR.	Maintain	Maintain
Dentoptix Digital X-Ray	Card Swipe Access Control System that manages access, via Card Swipe, to critical areas of campus.	Maintain	Maintain

Application Name	Application Description	2008	2009
DFS Complaint Tracking System	This system is utilized to track complaints against health care institutions for allegations of abuse/neglect on patients. Supports Patient Abuse tracking.	Replace	
DFS Contract/Jails/Planning/ Web Programs	This application is comprised of 4 components: (1) The Contract Tracking component tracks and reports on DFS Contracts, Subscriptions, and Supplies. (2) The Jails Population component tracks occupancy rates of local jails and maintains information regarding NC Sheriff's Departments. (3) The Planning component organizes into distribution groups the addresses of individuals who request specific information from the Planning Section so the mailing labels can be generated. (4) The Web application component generates numerous reports and data that can be accessed from DFS' static web site. It is used to update facility listings and data extracts posted monthly to the DFS web site.	Maintain	Maintain
DFS EMS Certification/Manpower/Inventory System	This application supports all phases of the testing and credentialing/re-credentialing of EMS personnel. This support includes tracking of training courses; tracking of credentialed educational institutions, registration of individuals for initial, re-credential, and retake examinations; tracking of examination results; optically read grading of examinations; production of credential materials; production of examination analysis at the individual, course, county, regional, and state levels; and production of personnel reports at the county, regional, and state levels. The system also tracks EMS providers and their vehicles. It supports the required annual physical inspection of all vehicles statewide. All provider and vehicle information is keyed into the system. Vehicle inventory reports are generated monthly, quarterly, and annually by provider, county, region, and state. Reports are also generated to notify inspectors of vehicles due for inspection.	Maintain	Maintain

Application Name	Application Description	2008	2009
DFS Long Term Care Initiative/Medication Aide System	This application is comprised of 2 components: (1) The Long Term Care Initiative component was designed to be an information system utilized to complete reporting on inspections of North Carolina adult care and family care homes for compliance with the NC building code and State licensure rules at 10A NCAC 13F & 13G. (2) The Medication Aide Testing component tracks the testing/approving of Medication Aides and the Administrator/SIC personnel in various facilities. Unlicensed individuals who administer medications to patients must pass a State exam to be considered qualified to administer medications.	Maintain	Maintain
DFS Master Facility File	This application maintains and reports on information related to DFS regulated facilities. This system is strongly coupled to the DFS Long Term Care Facility System (LTI), DFS Master File Query and Reports System, DFS Master File Reporting System, DFS Web Application, DFS Nurse Aide Training System, DFS Complaint System, DFS License Renewal annual process to MS mail merge, and DMA's EIS/MFF Interface. This system can generate letters, Adobe PDFs, reports, labels and envelopes, MS Excel spreadsheets, and Word documents that can be request on demand and printed to local PC or LAN-based printers. Critical Business Functions: There are component applications within this system. The facility 'core' system can be used, independently of the others, to maintain or lookup common information on each facility. There is a security system where one of five security levels can be issued for each user. Each user may have a different security level within each of the component applications. There is a custom system for each of the following DFS sections: Certification, Certificate of Need, Construction, Medical Facilities, and Mental Health Licensure.	Replace	

Application Name	Application Description	2008	2009
DFS Medication Aide Testing System Search Site	This search site allows a potential employer to check the status of a Medication Aide to see whether the aide has passed the required exam. It also allows Medication Aides to register for a medication examination, and it provides various medication exam related documents.	Maintain	Maintain
DFS Nurse Aide/Health Care Personnel System	The Nurse Aide/Health Care Personnel System is comprised of 5 components: (1) The Nurse Aide Registry component tracks the listing of Nurse Aides on the Nurse Aide Registry, produces letters indicating that a Nurse Aide's listing is about to expire, and tracks certain types of pending allegations and substantiated findings against those aides. (2) The DFS Health Care Personnel Investigations component allows DFS to receive, maintain, and transmit information concerning unlicensed assistant personnel, who work in health care agencies, who have been reported or found to have abused or neglected a resident. (3) The Health Care Personnel Letters component produces the bulk of the reports and letters needed for the Health Care Personnel Investigation System. It produces letters to individuals, facilities, other agencies with ties to investigations. This application also produces various statistical reports. (4) The Nurse Aide Registry Email component generates automated emails to individuals who have inquired about a nurse aide through the Nurse Aide Registry Internet Search Site, and who provided a return email address indicating that they wished to be informed if anything changes about the status of a nurse aide's listing on the Nurse Aide Registry or the Health Care Personnel Registry. (5) The Nurse Aide Training component tracks multiple aspects of nurse aide training and competency evaluation programs, including facilities where programs are offered, instructors, evaluators, and clinical sites, actions taken against the programs, and the status of those programs. It produces numerous reports and letters.	Maintain	Maintain

Application Name	Application Description	2008	2009
DHHS Applicant Tracking System	The Applicant Tracking System (ATS) has been designed to assist human resource (HR) professionals in the North Carolina (NC) Department of Health and Human Services (DHHS) to manage and track applicants for DHHS posted positions through the recruitment process more efficiently. ATS will enable staff to assist citizens throughout their application process, obtain up-to-date information on an applicant's status, and perform daily maintenance of records and correspondence with current applicants. ATS has several time-saving features such as: (1) conducting applicant and posting searches; (2) automatic letter and envelope generation of acknowledgement, position freezes, late applications, and rejection letters to be sent to applicants; and (3) reports as well as applicant queries, applicant logs, selection logs, etc.	Maintain	Maintain
DHHS DocStore	Web based content management and document storage system allowing DHHS divisions to provide access to internal and external documents to other State entities and/or the public.	Maintain	Maintain
DHHS Exit Interview Application	DHHS has always asked departing employees to fill out a survey to help the Department understand the reasons why employees were leaving. DHHS implemented the Web-based Exit Interview system to achieve two objectives: (1) to allow the departing employee more freedom and privacy in completing the survey, and (2) to facilitate the task of collecting the data and creating reports. DHHS's main objective remained the same: understand the reasons why employees depart, and to take action to remedy workplace-related situations where appropriate. A survey site and a reporting site, both accessible from the World Wide Web, are the two components that make up the modern Exit Interview System.	Maintain	Maintain
DHHS FlowNet	Process control system for tracking multi-step processes, which include one or more persons and/or differing technologies.	Maintain	Maintain

Application Name	Application Description	2008	2009
DHHS Output Reporting System	This Web-based application collects report processing specifications for mainframe reports printed at ITS and Ruggles.	Maintain	Maintain
DHHS Project Tracking and Financial Reporting system	This application tracks the costs of projects by DHHS divisions identified by the DHHS Controller's Office. This includes tracking the resources hours and costing hours to individual projects (application code level).	Maintain	Maintain
DHHS Provider Penalty Tracking System	Tracks providers who have violations that have resulted in penalties or serious administrative actions against their license; also includes information concerning Medicaid enrollment restrictions or terminations.	Maintain	Maintain
DHHS Public Records Index	The Public Records Law mandated that all State agencies build an index of computer databases compiled or created by a public agency before July 1, 1996. The intent of the index is to provide information so the citizens know what public records are available for the asking.	Maintain	Maintain
DHHS State Employee Time Sheet	This is an Excel spreadsheet used by DHHS State employees to enter their work hours.	Maintain	Maintain
DHHS WIRM	User identification and authentication system for web based applications.	Maintain	Maintain
Diet Cards & Label System	System to record patient diets and supplements prescribed. Prints diet cards for meal trays and labels for supplements.	Maintain	Maintain
Diet System	Tracks current client diet information for dietitians and for Pharmacy.	Maintain	Maintain
Dietary System	Tracks patient diets and prints tray tickets.	Maintain	Maintain
DIRM Audit Trail Application/CNDS	Application that provides front-end access to CNDS person audit trail.	Maintain	Maintain
DIRM Financial	Monthly DIRM Financial reports published to Website.	Maintain	Maintain
DIRM IP Phone Bill	Application is used to post VOIP phone bills (in word format) to WIRM to allow DHHS divisions to view and validate e-billing charges for VOIP telecommunications.	Maintain	Maintain
DIRM Operations Tracking System	Tracks all postage costs for DHHS agencies using Ruggles; Manages forms inventory.	Maintain	Maintain

Application Name	Application Description	2008	2009
Disability Determination Federal Reporting	This application helps to determine the Federal funding needs of DDS.	Maintain	Maintain
DMA Medicaid Accounting System	The WDA application has two parts. The M/F part combines data from several places to generate monthly Medicaid accounting reports and to calculate the county share of Medicaid. A PC part is used for provider audit reports. A claim file for mental health ad-hoc reporting is also created.	Maintain	Maintain
DMA Medicaid Quality Control Reports	This application samples Medicaid clients based upon annual selection criteria, and uses the SSN or case id of the selected case to print IEVS and EIS reports for everyone in the EIS case.	Maintain	Maintain
DMA Nursing Home Assessment System	Manages Assessments (fees) associated with Nursing Homes in the State (and ICFMRs). Used to compare checks with facility fees (by bed-days size) for determining refunds/charges through audit section.	Maintain	Maintain
DMA/DSS Employment Security Match	This application allows county workers to view in-State wage and unemployment information owned by the ESC. Reports and online screens are created for county use.	Maintain	Maintain
DMA/DSS SSA State Online Query	The SSA State Online Query system allows selected county and State workers to do an immediate online query of SSA disability and benefit information.	Maintain	Maintain
DMH/DD/SAS DWI	This system will provide a mechanism to allow the remote mental health service providers to interact with a DWI Certificates of Completion database via the internet, using a web front end.	Maintain	Maintain
DPH Aid to Counties	Database for county expenditures under DPH, DPH program allocations, export to NCAS.	Maintain	Maintain
DRIVE	DRIVE enables DMA users to analyze Medicaid and Health Choice data for effective long-term and strategic decision-making.	Maintain	Maintain
Drug Utilization Review	Client Medication Management/Review.	Maintain	Maintain

Application Name	Application Description	2008	2009
DSDHH Client Tracking System	The Division of Services for the Deaf and Hard of Hearing maintains client demographics, services to clients, agency demographics who request services, services to agencies, information and referral statistics and clients that are served by group events.	Maintain	Maintain
DSDHH Emergency Alert System	The Division of Services for the Deaf and Hard of Hearing maintains client demographics and data showing which clients received which emergency alert equipment from the various vendors. Funding for this system is derived from the wireless charge for all cell phones.	Maintain	Maintain
DSS 1571 Transfer/Data Entry Program	This application is comprised of 2 components: (1) The 1571 Data Entry component allows the data entry of DSS 1571 Part I, II and IV county data for those counties and IV-D offices not using PETS. (2) The 1571 Transfer component takes existing text file data and transfers it to the mainframe via FTP.	Maintain	Maintain
DSS ACTS Quick Time	Query Interstate Cases for Kids Pilot. System used to exchange interstate case information with other States using the OCSE Frame relay Network.	Maintain	Maintain
DSS Adoption Index Mgmt System	An indexing system for all adoptions processed in North Carolina. All legal documents come to DSS in Raleigh from the county DSSs. Information is sent to Vital Records for a birth certificate to show adopted parents on certificate.	Maintain	Replace
DSS Child Support Enforcement Web Site	Only used by CSE workers to access internal information.	Maintain	Maintain
DSS Food Stamps Quality Control	This application uses a sample of Food Stamp clients created by the FSIS system to print IEVS and EIS reports for everyone in the FSIS case.	Maintain	Maintain
DSS Hearings & Appeals Tracking System	The Hearings and Appeals Tracking program provides the Hearings and Appeals Section of the Division of Social Services with the ability to track the appeals of State services and to schedule hearings for those appeals.	Maintain	Maintain

Application Name	Application Description	2008	2009
DSS Lifeline Telephone Discount Match	This application provides a way for telephone companies that offer a Lifeline discount to public assistance recipients to have their roles of clients matched with State public assistance files to identify people who are still eligible to receive the discount, or might not be eligible.	Maintain	Maintain
DSS Multiple Response System	Making child welfare more friendly and keeping children safe; child welfare reform from intake through placement services.	Maintain	Maintain
DSS Refugee Information System	This system tracks Refugee Assistance Services, including some health information. Gathers data required by the Office of Refugee Services (Federal) and supports the Refugee Services Program.	Maintain	Replace
DSS State Maternity Home Fund	Calculates Maternity Home payments based upon rates, mothers, and number of days, and maintains fund balances.	Maintain	Maintain
DSS/DMA IRS DIFSLA 1099 Match	SXA is used to match most public assistance clients with a file of IRS 1099 information for the previous tax year. Confidential reports are printed showing any 1099 income resources the client reported to the IRS.	Maintain	Maintain
DSS/DMA- MCI - PARIS - VA Match	The MCI application is a catchall application that includes an interstate and VA match, and online services supporting other applications.	Maintain	Maintain
DSS/DMA SSA Beneficiary Data Exchange BENDEX	The BENDEX system allows states to get social security payment and status information from the SSA through a monthly match process. Reports and online screens are created for county workers to view.	Maintain	Maintain
DSS/DMA SSA Beneficiary Earnings Exchange (BEER)	This application receives information about prior year W-2 wages from the IRS through the SSA, and prints the data on reports if the wages come from a source that isn't otherwise printed elsewhere in IEVS (in State wages are not printed from this application). The reports are considered highly confidential by the IRS, and are handled accordingly.	Maintain	Maintain
DSS/DMA SSA State Data Exchange	The SDX system allows States to get supplemental disability payment and status information from the SSA through a daily match process. Reports and online screens are created for county workers to view.	Maintain	Maintain

Application Name	Application Description	2008	2009
DSS/DMA SSA Third Party Query	The HWA TPQY application is used to exchange data with the SSA using their SVES and EVS match processes. This is used for SSN verifications and batch social security payment inquiries, as well as performing multiple match requests from other applications (Blind Services, CNDS, Vocational Rehabilitation, SDX refresh, death match, QC, prisoner match).	Maintain	Maintain
Duke Energy Discounts	This application produces mailers for SSI recipients in western North Carolina counties that might be serviced by Duke Energy to let the client know that they may be eligible to receive a 5% discount on their electric bill if they ask Duke for it. It also provides a way for Duke to ask once a month if the person receiving the discount is still on SSI.	Maintain	Maintain
DVR Financial System	Division of Vocational Rehabilitation Services maintains the following batch system to report: client demographics, authorizations for services, invoice information, vendor information for Vocational Rehabilitation and Independent Living.	Maintain	Maintain
Dynamic Premier Series LIS	Laboratory Information System.	Maintain	Maintain
Electronic Birth Certificate System	The system used to record birth information at hospitals/birthing centers, etc., and transmit the data to Vital Records so births certificates can be issued and vital statistics recorded.	Maintain	Maintain
Electronic Funds Transfer System (EFT)	In compliance with the State's cash management directive, DHHS agencies that disburse funds or receive payments from local government programs use electronic funds transfer. The DHHS Controller's Office uses this automation system to notify counties of the effective dates and amounts of deposits or withdrawals that affect their bank accounts.	Maintain	Maintain
Electronic Services System	Division of Services for the Blind maintains demographics in this CICS on-line interactive system developed in Visual Gen for clients who are sight impaired, authorizations for services, invoice information, and vendors of those services.	Maintain	Maintain

Application Name	Application Description	2008	2009
Eligibility Information System (EIS)	This system is used by the county worker to submit an application for a number of assistance programs (mainly Medicaid and Welfare Reform), dispose of the application (approve or deny), and maintain the case over its lifetime.	Maintain	Maintain
Enterprise Program Integrity Control System	EPICS is an assistance program integrity case management system, allowing reports of fraud or overpayment to be established and maintained by the State's county investigators.	Enhance	Maintain
EPIS	The Employment Programs Information System (EPIS) is an automated system designed to collect and maintain information on Work First Family Assistance recipients who are actively participating in Employment Services.	Maintain	Maintain
Event Tracking	Work order-tracking system for the phone and IT. Teams within the IRM Department as well as Environmental services and the Warehouse.	Maintain	Maintain
FIPP Database	This is a multi-user Access-based system maintaining data on hundreds of FIPP clients. The data is stored on a Windows 2003 Server.	Maintain	Maintain
Food Stamps Information System	FSIS provides Statewide automation support for food stamps and commodities Assistance. FSIS and EBTIS supports the entry and retrieval of case and individual data required for food stamp benefit authorizations & commodity cards.	Enhance	Enhance
Foster Care Facility Licensing	Interfaces the costs from the County Administration Reimbursement System with the minutes from the Daysheets system for reporting and tracking costs down to the service level. Costs in the County Admin system are at a higher level than the minutes reported in the Daysheets System. Reporting for county, State, and Federal entities.	Maintain	Maintain
Foster Care Reporting System	This application tracks the expenditures for Foster Care providers across the State. The data are used to audit and determine the rates for the Foster care homes.	Maintain	Maintain
Fraud & Abuse Detection System (FADS)	FADS is composed of two software applications used to detect fraud abuse and waste by providers or recipients in DMA's Medicaid program.	Maintain	Maintain

Application Name	Application Description	2008	2009
Geriatric Admissions Active Treatment Documentation	Provides (a) scheduling of treatment mall (b) scheduling of ward activities, and (c) documentation for patient medical records of patient participation and progress.	Maintain	Maintain
Health Alert Network	Provides secure multi-format/media alerts to public health rapid response teams/personnel regarding potential public health emergencies.	Maintain	Maintain
Health Services Information System (HIS)	The purpose of HISS is to provide an automated means of capturing, monitoring, reporting, and billing for services provided in the local county health departments, and Children's Developmental Services Agency.	Maintain	
Healthcare Enterprise and Accounts Receivable Tracking System - Affinity (HEARTS)	Accounts Receivable system that tracks hospital facility clients' stay and bills appropriately. Also maintains personal fund money for clients and tracks payments made through the client's benefits.	Enhance	Enhance
HEARTS Database Reports	Client reports needed for daily business operations.	Maintain	Maintain
Heath Reg (cancer registry)	Collects, processes, and analyzes data on all cancer cases diagnosed among NC residents, from data required by NC law to be reported from all health care providers in the State, primarily hospitals. Replaced SHACRS application.	Maintain	Maintain
HexLab LIS System	Dorothea Dix lab system.	Maintain	Retire
HIV/AIDS Counseling and Testing System	Tracks HIV/AIDS tests to prevent and control spread of disease.	Maintain	Maintain
HIV/AIDS Reporting System	Tracks and reports HIV/AIDS tests for disease surveillance, prevention, and control.	Maintain	Maintain
HR Database	Human Resources database utilized to track additional credentials, emergency contact information, photo, leave information, etc.	Maintain	Maintain

Application Name	Application Description	2008	2009
Integrated Payment and Reporting System	An integrated, multi-payer claims processing system that allows community based MH/DD/SA services to be processed and paid using the appropriate funding source(s). This system was developed as an adjunct to the Medicaid system. It allows the Local Managing Entities (LMEs) within the State to submit one claim to the system, have the system determine whether the claim should be paid using Medicaid or State dollars, process the claim, and report the information back to the LME. It also accesses client information stored in the Common Name Data System (CNDS) to develop cross-references between local IDs at the LMEs and the base IDs in CNDS.	Maintain	Maintain
IT Project Job Costing (IPJC)	IPJC tracks costs of IT projects for which DIRM is responsible for project management. IPJC tracks the project costs including planning, maintenance, enhancements, and development efforts as required by Senate Bill 222 (Electronic Payment/Information Technology). Effective July 1, 2000, all State agencies are required to report total project costs through the North Carolina Accounting System.	Maintain	Maintain
Ivis Badging System	Employee badging application that creates ID badges with photo and interfaces with the Access 9000 access control network and H.R. application.	Maintain	Maintain
Lab Corp	Record lab tests and results.	Maintain	Maintain
Lab Requests	Accept and track lab requisitions from 5 nursing units.	Maintain	Maintain
Lab. Billing System	Generates the Laboratory Bills.	Maintain	Maintain
Laboratory Information Management System	Provides full laboratory management functions for test samples submitted to lab. Tracks samples, records, stores results, and communicates results to submitters. Provides Medicaid billing through interface with HSIS.	Maintain	Maintain
LabWorks	Laboratory information system specific to environmental laboratory specimen analysis. Interacts directly with lab testing instrumentation/equipment.	Maintain	Maintain

Application Name	Application Description	2008	2009
LIEAP	The Low Income Energy Assistance Program (LIEAP) System is an on-line system that allows authorized county departments of social services users to make inquiries into energy data, add new data, revise existing data, and issues benefit checks.	Enhance	Enhance
LOCUS	Psychiatric Evaluation software.	Maintain	Maintain
MDS Raven	Collects patient MDS data for transmission to HCFA.	Maintain	Maintain
Medical Services Tracking	Medical Services Contract Tracking database that tracks utilization and monetary thresholds of varying medical contracts.	Maintain	Maintain
Medication History Database	Medication History Database.	Maintain	Maintain
Menu Management System	Tracks recipes and calculates food requirements for menu planning.	Maintain	Maintain
MMIS	Provides the means for reimbursement to Medicaid providers for services rendered to NC Medicaid Program recipients.	Maintain	Maintain
Mortality Medical Data Systems	Contains individual cause of death information for persons who have died in NC. Automates entry, classification, and retrieval of cause of death information reported on death certificates.	Maintain	Maintain
National Violent Death Reporting System	CDC application used to capture data on violent deaths in NC.	Maintain	Maintain
NC FAST On-line Verification	This is an automated verification system across the various legacy benefit verification and reporting systems maintained by NC DHHS.	Maintain	Maintain
NC FAST SDI	The application is an interface between the County Case Management Systems and State FSIS and CNDS.	Maintain	Maintain
NC GOLD	Provides required communicable disease reporting information to the CDC.	Maintain	Maintain
Niku Portfolio Manager	NIKU is DIRM's resource time tracking and project management system. DIRM uses data from the NIKU system to allocate costs of projects for the DHHS Controller's Office through the IPJC (IT Project Job Costing) system.	Maintain	Maintain

Application Name	Application Description	2008	2009
North Carolina Accounting System Interfaces	Provide Interfaces to NCAS for multiple applications. This includes Accounts Payable, Financial Controller and General Ledger interfaces to send data to NCAS and extract data from NCAS.	Maintain	Maintain
North Carolina Immunization Registry	The system collects data for all immunizations administered across the State, makes recommendations for needed immunizations, and manages State supplied vaccine inventory.	Maintain	Maintain
Notice of Participation / Completion Certificate Writer	Provides Rehabilitation patients with written feedback via a certificate upon completion of program. Provides Clinical Program with a formal written document to give client upon completion of Rehabilitation program.	Maintain	Maintain
Occupational Surveillance	Tracks and reports occupational illness and injuries for mandatory State and Federal reporting.	Maintain	Maintain
OCS Online CARELine Maintenance	Provides OCS an email based method to update the CARE-LINE database.	Maintain	Maintain
OCS Online CARELine	Provides searchable program resource information to the public.	Maintain	Maintain
OOC Contracts Database	Keeps track of all contracts within DHHS.	Maintain	Maintain
OOC Overdue Check System	Cancels checks over 90 days old.	Maintain	Maintain
OOC Program Management Database	Program captures critical management information about all programs within DHHS.	Maintain	Maintain
OOC Property & Construction	Track projects, funding, and contracts for capital projects.	Maintain	Maintain
Operator Switchboard	Automated call routing server that directs the PBX to route call appropriately.	Maintain	Maintain
OSME Medical Examiner's System	Tracks examinations of persons who have died in NC. Supports operations, including billing performed by the NC Medical Examiner's Office.	Maintain	Maintain
Patflow	Tracks and reports on Adult Admissions patients.	Maintain	Maintain
Patient Locator	Patient location scheduler at Umstead Hospital.	Maintain	Maintain

Application Name	Application Description	2008	2009
Personal Planning System (PPS)	Each month the PPS produces approximately 2,100 graphical and narrative progress notes, 350 monthly QDDP review notes, and many Person-Centered Plans. Much information is maintained on all JIRDC consumers.	Maintain	Maintain
Police Incident/Investigation Report	DHHS police are required to maintain written records of all crimes and incidents they investigate (includes all surrounding DHHS facilities as well as the community). This database helps by electronically recording as well as aggregating information.	Maintain	Maintain
Pregnancy Risk Assessment Monitoring System	PRAMS collect information on pregnancy risk factors, access to health care services, and other issues related to improving the mother's and baby's health.	Maintain	Maintain
PreMIS	Collects patient care reports from all EMS events within NC. Use in syndrome Surveillance and quality management.	Maintain	Maintain
Provider Link	Client communication system between State psychiatric hospitals and Local Management Entities to transfer patient admission and discharge information.	Maintain	Maintain
PSI Scheduling Div A	Application utilized to manage Psychosocial Intervention scheduling as identified via the Treatment Planning application.	Maintain	Maintain
PSI Scheduling Div P	Application utilized to manage Psychosocial Intervention scheduling as identified via the Treatment Planning application.	Maintain	Maintain
Psychiatric Rehabilitation Unit Active Treatment Documentation	Provides (a) scheduling of treatment mail and (b) documentation for patient medical records of patient participation and progress.	Maintain	Maintain
Purchase of Medical Care Services	POMCS is a system that writes checks for medical and non-medical claims for eligibles of specific programs offered by DPH, DSB and DVR rate settings.	Maintain	Maintain
Radiology System	Radiology referral entry and exam reporting system.	Maintain	Maintain
Radiology	Generates the Radiology Reports.	Maintain	Maintain
RAP Summaries System	Client Treatment Plan Management.	Maintain	Maintain

Application Name	Application Description	2008	2009
Replacement Checks System	This application helps to automate the record of and adjustments for replacement checks.	Maintain	Maintain
Riverbend School Active Treatment Documentation	Provides (a) scheduling of school classes and (b) documentation of student participation and progress for student's medical records and education records.	Maintain	Maintain
Services Information System	Collects and provides demographic information on individuals that receive services from the county departments of social services.	Maintain	Maintain
Sexually Transmitted Disease Management Information System	Automates administration and STD prevention, surveillance, and control programs.	Maintain	Maintain
Special Assistance for the Blind	Special Assistance to the Blind involves monthly financial aid data keyed into ACCESS database from forms sent by social workers, individuals, guardians or nursing homes showing monthly income from DSB to the clients who are sight impaired.	Maintain	Maintain
Staff Training/Development System	Maintains Staff Training Histories.	Maintain	Maintain
Star Lab	Lab information system - track all lab tests and results.	Maintain	Maintain
System 9000 Access Control	Card Swipe Access Control System that manages access, via Card Swipe, to critical areas of campus.	Maintain	Maintain
Timekeeping & Payroll	Records employee time records and produces shift differential and supplemental payroll report.	Enhance	Maintain
Timekeeping	Tracks current employees with data needed for Timekeeping and Payroll.	Maintain	Maintain
Transaction Billing System	This system reads the ITS log tapes and generates transaction reporting for DHHS online applications for the DHHS Controller's Office.	Maintain	Maintain
Treatment Planning	Treatment planning system that is utilized to create and update treatment plans for hospital clients.	Maintain	Maintain
Tuberculosis Management Information System	Automates administration and tuberculosis prevention, surveillance, and control programs.	Maintain	Maintain

Application Name	Application Description	2008	2009
Unusual Events Reporting System	Database to allow staff to input unusual events that occur at the facility (24/7). Allows for immediate secure response to staff via local intranet.	Maintain	Maintain
Utilization Review of Detox/Crisis Services	Detox admissions and referring AP database. Allows for UR via aggregated monthly, quarterly, and yearly reports based on admission date.	Maintain	Maintain
Utilization Review System	Tracks Bed Day Allocation.	Maintain	Maintain
Vaccine Manager	CDC application used to manage distribution and provide reporting for immunization sera in the NC immunization program.	Maintain	Maintain
Vital Records Accounting System	The Accounting system keeps track of Vital Records receipts and transactions.	Maintain	Maintain
Vital Records Adoptions and Legitimacy	This system contains confidential adoption and legitimating information by for a particular calendar year.	Maintain	Maintain
Vital Records Batch Birth System	This system contains Birth information for a particular calendar year.	Maintain	Maintain
Vital Records Batch Death System	This system contains Death information for a particular calendar year.	Maintain	Maintain
Vital Records Batch Divorce System	This system contains Divorce information for a particular calendar year.	Maintain	Maintain
Vital Records Batch Fetal System	This system contains Fetal Death information for a particular calendar year.	Maintain	Maintain
Vital Records Batch Marriage System	This system contains Marriage information for a particular calendar year.	Maintain	Maintain
Vital Records Birth Certification System	This system contains records for births from 1972 to present. The system allows a user to search for birth records and issue certified copies of birth certificates.	Maintain	Maintain
Vital Records Birth Index System	This system database is setup as an index of birth record information from 1913 - 1971.	Maintain	Maintain
Vital Records Delayed Birth System	The Delayed Birth system contains birth certificate information for records registered one year or more after birth.	Maintain	Maintain
Vital Records Marriage/Divorce System	The Marriage and Divorce system contains marriage and divorce information.	Maintain	Maintain
Vitek (Patient Data)	Record lab tests and results.	Maintain	Maintain

Application Name	Application Description	2008	2009
Voc Rehab Asset Inventory / Tracking System	ACCESS database to track the office IT equipment owned by Vocational Rehabilitation Offices Statewide. Any equipment purchased for a CRP office is another part of this.	Maintain	Maintain
Voc Rehab Budget System	ACCESS database to Maintain Budget System.	Maintain	Maintain
Voc Rehab CAP Database	ACCESS database system for the Client Assistance Program run by Kathy Brack at Vocational Rehabilitation.	Maintain	Maintain
Voc Rehab Director's Correspondence Program	ACCESS database to track the external or internal communications requests for more information from a Senator, a client, from the web site, or anything else that comes to the director's office. Tracks the received date, person assigned to, the solution and when closed.	Maintain	Maintain
Voc Rehab Independent Living Attendant Care	ACCESS database to maintain independent living attendant care system including time reported, and FICA. Recently changed from EXCEL to MS ACCESS.	Maintain	Maintain
Voc Rehab Purchase Requisition System	ACCESS database to track purchase orders maintained by the Purchasing Section of DVR. Regional Management (Regional Directors and Assistant Regional Directors) can look up items in the database as needed.	Maintain	Maintain
Voc Rehab Staff Development and Training System	ACCESS database to track staff development training for Vocational Rehabilitation Services and report back to the department and track the training budget. Used to produce the annual report.	Maintain	Maintain
Voc Rehab Travel System	ACCESS database to Maintain Travel Expenditures for Vocational Rehabilitation Statewide.	Maintain	Maintain
VR Social Security Reimbursement	Division of Services for Vocational Rehabilitation uses this interactive CICS system developed in Visual Gen for identifying and tracking clients for whom VR may get partial reimbursement from Social Security Administration for services provided.	Maintain	Maintain
Winscribe	Dictation software that allows dictation by phone to a central server for transcription.	Maintain	Maintain

Application Name	Application Description	2008	2009
Women Infants & Children (WIC)	The WIC system captures information on eligibility determination and documentation of supplemental food benefits issuance, redemption, Federal participation, & financial expenditure reporting.	Maintain	Maintain
Work Activity System	Tracks patient payroll hours and piecework.	Maintain	Maintain

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